



## **DECISION**

Complaint No. : POS/315/2024/KC

Name and address of the complainant : Mst. Haseen Fatima,  
R/o. House No.02, Compound Govt. Comprehensive G.H.S.S.  
Block-M, North Nazimabad, Karachi

Name of the Agency Complained against : University of Karachi

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,  
Director, Regional Office, Karachi (Central)

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **DELAY IN PAYMENT OF REMUNERATION TO THE COMPLAINANT FOR PERFORMING VIGILANCE DUTIES DURING THE EXAMINATIONS FROM DECEMBER 2018 TO MARCH, 2019 CONDUCTED BY KARACHI UNIVERSITY.**

### **COMPLAINT**

Mst. Haseen Fatima, Assistant Professor, Govt. Degree College for Women, North Nazimabad, filed a complaint on 10.01.2024 and stated that despite several approaches she had not yet been paid remuneration for performing vigilance duties during B.A, B.Sc. and B.Com examinations conducted by the University of Karachi from December, 2018 to March, 2019. Aggrieved by that, she solicited our intervention in the matter.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning the delay and then the matter was referred to agency. During hearing on 22.04.2024, the Chief Accountant, University of Karachi informed that the issue regarding non-payment of remuneration to the complainant is under resolution. Later-on, he vide his letter dated: 30.07.2024 informed that due to severe financial crisis confronted by University of Karachi, the payment could not be made to the complainant. However, he assured to pay the remuneration to her before 31<sup>st</sup> August, 2024.
3. Later-on, the complainant vide her letter dated: 08.11.2024 confirmed that she has been paid her outstanding dues and expressed her gratitude to this Institution for getting her problem resolved. Later-on, the Chief Accountant of Karachi University vide his letter dated: 13.11.2024 intimated that the payment of all outstanding dues have been made to the complainant.



**FINDINGS**

4. Due to intervention of this Institution, the complainant has received all her outstanding dues as confirmed by her letter dated: 08.11.2024. Hence, no further action is required by this Institution.

**DECISION**

5. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*

**Sd/-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 20~~th~~ December, 2024

