



DECISION

Complaint No.:

POS4806/2022/Hyd/316/R

Name and address
of the complainant :

Dr. Shazia Bano widow of Dr. Ashfaq Ahmed,
C/o. Shamsdin Memon Book Store, Market Road,
Hala, District Matiari.

Name of the Agency
Complained against :

1. Health Department
2. Shahdadpur Institute of Medical Science (SIMS)

Name & Designation of
Investigating Officer :

Mr. Masood Ishrat, Registrar.

Subject :-

**INORDINATE DELAY IN PAYMENT OF DUES
TOWARDS FINANCIAL ASSISTANCE IN
RESPECT OF DECEASED HUSBAND OF THE
COMPLAINANT.**

THE COMPLAINT:

Dr. Shazia Bano widow of Dr. Ashfaq Ahmed Memon filed a complaint dated 09.06.2022 *inter-alia* alleging inordinate delay in payment of dues on account of financial assistance in respect of her husband who was an employee of Shahdadpur Institute of Medical Science (SIMS) and died during service on 18.06.2019. Aggrieved by this, she approached this Institution for redressal of her grievance.

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 up-to-date) by condoning delay and investigation was assigned to Regional Director, Provincial Ombudsman's Regional Office, Hyderabad, who after receipt of Affidavit on Form "A" took up the matter with authorities concerned for report. However, due to non-responsive attitude of the Agency, it was transferred to Headquarter for further action.
3. After persuasion, the Director, SIMS, Shahdadpur, vide letter dated 26.10.2023 reported that the issue regarding financial assistance in respect of late Dr. Ashfaq Ahmed Memon, Ex-Medical Officer has been resolved.
4. The complainant through her rejoinders dated 30.12.2023 and 05.09.2024 has confirmed payment of Rs.900,000/- through quarterly instalments against her claim of Rs.15,00,000/- and requested for assistance in payment of remaining amount of Rs.600,000/-.

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5. Dr. Bashir Ahmed Jamali, Director, SIMS, Shahdadpur, appeared for hearing on 23.09.2024 and deposed that payment of 4th instalment of Rs.300,000/- is under process and would be paid within a week whereas the last instalment would be released by 1st week of November, 2024 subject to availability of funds. He subsequently through WhatsApp furnished copy of cheque dated 12.11.2024 amounting to Rs.300,000/- as last instalment of the dues to the complainant.

6. The complainant confirmed the position on telephone and written statement dated 19.11.2024 (received through WhatsApp) and expressed her thankfulness for making sincere efforts by Ombudsman Institution for payment of dues which were pending since June, 2019.

FINDINGS

7. I have examined the case file and documents on record. The complainant was pursuing for payment of dues of Rs.15,00,000/- towards financial assistance on account of death of her husband since June, 2019. The Agency failed to clear the admissible dues, however, due to vigorous persuasion by this Institution the same were paid to the widow complainant who confirmed its receipt and expressed her thankfulness.

DECISION:

8. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), I hereby dispose of the complaint being fully redressed and consigned to record.

9. This also disposes of her another complaint, on the same subject, registered vide No. POS/6170/2022/Hyd/393.

Given under my hand and seal of the office



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 25th November, 2024

Sd/-