



DECISION

Complaint No. : POS/ROM/195/2024/RM-172

Name and address of the complainant : Mst. Ashraf Khatoon wd/o. Muhammad Rafiq Laghari,
C/o. Raja Laghari Shopkeeper, Ali Talpur Town,
Mirpurkhas.

Name of the Agency Complained against : Managing Director, Sindh Small Industries Corporation, Karachi

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST SINDH SMALL INDUSTRIES CORPORATION ALLEGING FAILURE TO PAY SALARY AND ARREARS OF FAMILY PENSION TO THE COMPLAINANT**

Complaint

Mst. Ashraf Khatoon filed a complaint dated 25.11.2024 wherein she stated that her late husband, Muhammad Rafique was Estate Officer in Sindh Small Industries Corporation Hyderabad who expired on 02.03.2023. She approached the agency for payment of salary of last serving month of her late husband and restoration of family pension in her favour including the arrears but to no avail. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 27.11.2024 to the Managing Director, Sindh Small Industries Corporation (SSIC) Karachi for report. The Joint Director (Finance) Sindh Small Industries Corporation (SSIC) Karachi informed vide letter dated 29.11.2024 that the admissible dues of the complainant have been worked out to be Rs.790,772/- and she will be paid on release of grant by the Finance Department. Subsequently, the Director Finance informed that the required funds have been released by the Finance Department vide order dated 08.04.2025 in order to pay the salaries and pensions.
4. The complainant appeared before Investigating Officer Mirpurkhas on 20.05.2025 and filed a written statement that she has been paid the service dues in respect of her late husband including the arrears of family pension. She extended thanks to this Institution on redressal of her grievance.

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Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

7. This also disposes of complaint bearing No.POS/5645/2024/RM-175 filed by same complainant, against same respondent agency over same subject issue.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 12th June, 2025

