



DECISION

Complaint No. : POS/6485/2022/HYD/410

Name and address of the complainant : Mst. Hasina Wd/o Shahnawaz Jiskani
R/o Ghulam Faiz Colony,
Tando Muhammad Khan.

Name of the Agency Complained against : Chief Municipal Officer, Municipal Committee,
Tando Muhammad Khan

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST MUNICIPAL COMMITTEE TANDO MUHAMMAD KHAN ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT

Complaint

Mst. Hasina filed a complaint dated 13.12.2022 wherein she stated that her late husband, Shahnawaz was Chowkidar in Municipal Committee, Tando Muhammad Khan and expired during service on 18.07.2021. She approached the agency for payment of service dues in this regard but to no avail. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3 This office issued notice dated 15.11.2022 to the Chief Municipal Officer, Municipal Committee, Tando Muhammad Khan for report, who in response informed vide letter dated 21.11.2022 that due to shortage of funds, partial payment of service dues has been made to the complainant, as under:

Type of payment	Total Dues	Amount paid	Outstanding dues
Encashment	144,360	36,090	108,270
Financial Assistance	600,000	0	600,000
Gratuity	166,320	100,000	66,320
Total	910,680	136,090	774,590

4. A copy of the agency's report was sent to the complainant for rejoinder vide letter dated 07.12.2022 followed by reminders. The complainant appeared before Investigating Officer Hyderabad on 20.02.2024 and filed a written statement that the agency has paid admissible service dues in respect of her late husband except an amount of Rs.250,000/- which is still outstanding.

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5. The Chief Municipal Officer, Municipal Committee, Tando Muhammad Khan informed vide letter dated 19.02.2024 that during the investigation proceedings, the Branch Manager, National Bank of Pakistan, Tando Muhammad Khan had informed vide letter dated 19.08.2022 that the deceased, Shahnawaz (husband of the complainant) had obtained a NBP-Advance salary loan and an amount of Rs.393,225/- is still outstanding against the deceased Shahnawaz, hence, Rs.250,000/- have been withheld for payment to the NBP against advance salary loan. He reported as under:

“that all dues regarding payment of gratuity, financial assistance and encashment has already been paid / cleared only Rs.250,000/- is still unpaid due to loan of National Bank of Pakistan. T.M.Khan Branch which was taken by late Shahnawaz Jiskani on guarantee of their office, the said amount has been detained on the request of the Manager NBP, T.M. Khan for non-payment of loan and he has demanded that said amount be paid to bank for adjustment of loan so far.

6. The Manager National Bank of Pakistan, Tando Muhammad Khan Branch also informed this office vide letter dated 12.12.2024 that an amount of Rs.393,225/- is outstanding against the deceased Shahnawaz.

Findings

7. The complainant has been paid admissible service dues in respect of her deceased husband on the intervention of this Institution.

Decision

8. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 11th February, 2025