



## **DECISION**

Complaint No. : POS/1166/2020/NWS-19.

Name and address of the complainant : Mst. Bashiran Bibi wd/o Muhammad Idress,  
Ward No. 01, Solangi Mohalla, Bandhi,  
District Shaheed Benazirabad.

Name of the Agency Complained against : Town Committee, Bandhi/Daur.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,  
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).

Subject : Advisor-F.

**DELAY IN PAYMENT OF DUES OF FINANCIAL ASSISTANCE TO THE COMPLAINANT IN RESPECT OF HER HUSBAND WHO DIED DURING SERVICE ON 11.09.2019.**

**THE COMPLAINT:**

Mst. Bashiran Bibi filed an online complaint dated 01.03.2020 wherein she stated that her husband was an employee at the Town Committee, Bandhi who passed away during service on 11.09.2019 but payment of service dues has not yet been made to her. She has stated that she approached the Director of Local Government, Shaheed Benazirabad and the Chairman/Town officer of the Town Committee Bandhi for redressal of her grievance but of no avail. Aggrieved by that, she solicited intervention of this Institution.

**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), after receiving of mandatory copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.

3. This office issued notice to the Town Officer, Town Committee, Daur vide letter dated 27.05.2021 for report. In response, he submitted an agreement made between the complainant and the Town Officer and the Administrator of the Town Committee, Daur. According to the agreement, the complainant has received an amount of Rs.550,000/- out of the total amount of Rs.1,869,039/- against gratuity, commutation, and financial assistance. An amount of Rs.1,319,039/- stood outstanding, and same will be paid in monthly installments of Rs.50,000/- each.

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4. A copy of the Report/Agreement was sent to the complainant for filing a rejoinder, followed by multiple reminders. In response, she appeared before the Investigation Officer, Shaheed Benazirabad on 13.09.2023 and filed a written statement that she has received payment of service dues amounting to Rs.550,000/- after intervention of this Institution. Complainant also confirmed that she is being paid Rs.50,000/- per month to clear the remaining amount. Therefore her grievance is resolved, for which she thanked this Institution.

**FINDINGS:**

5. After intervention of this Institution, the payments on account of encashment of LPR and Commutation have been made and further payments in the shape of monthly payments of Rs.50,000/- each has been agreed by the parties.

**DECISION:**

6. 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 do hereby dispose of the complaint as redressed.

*Given under my hand and seal of office*



**- Sd \-**

**(MUHAMMAD SOHAIL RAJPUT)**

**Sitara-e-Imtiaz. PAS**

**Ombudsman Sindh**

Karachi, dated 11<sup>th</sup> December, 2024