



DECISION

Complaint No. : POS/8472/ROK-233/(Khp)/2023

Name and address of the complainant : Mst. Aisha, Wd/o Qurban Ali Shaikh,
R/o Shaikh Mohalla, Mir Ali Bazar
Near Phool Bagh, Taluka & District Khairpur.

Name of the Agency Complained against : School Education

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES OF COMPLAINANT'S DECEASED HUSBAND AND NON-APPOINTMENT OF HER SON AGAINST DECEASED QUOTA.**

COMPLAINT

Mst. Aisha, widow of Qurban Ali Shaikh, filed a complaint on 20-10-2023 stating therein that her husband had been serving as Junior School Teacher (JST) in the Education Department, and passed away during service on 20-01-2021. She claimed that all the required documents were submitted on 28-06-2022 to the Director of School Education, Sukkur, for grant of financial assistance, benevolent fund, and appointment of her son against deceased quota. She alleged that despite repeated visits to the Taluka Education Officer, Khairpur, and the Director Education Department Sukkur, no action had been taken on her requests. She, therefore, sought the intervention of this institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in its filing and subject to the submission of an Affidavit on Form "A".

03. After completing the required formalities, the matter was taken up with the Secretary, School Education & Literacy Department, Government of Sindh, Karachi, on 21-11-2023 for comments. In response, the Section Officer (COORD-I), SE&LD, Government of Sindh, reported on 01-12-2023 that the case for financial assistance amounting to Rs.1,500,000/- for the late Qurban Ali, JST, with Personnel No. 10298072, had been finalized. The sanction order was issued vide No. SO/FA/Khairpur-98/Dir-4th/2022-23 dated 20-03-2023 in favor of complainant, which was received by her on 24-05-2023. A copy of the order dated 20-03-2023 was also provided as an evidence.

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04. The Agency's report was shared with the complainant on 08-12-2023 for her rejoinder. The complainant filed her rejoinder on 02-02-2024 stating therein that she had not received the sanctioned payment amounting to Rs.1,500,000/- due to the non-availability of funds. She also submitted a copy of the No-Payment Certificate. She urged for the early payment of the financial assistance, benevolent fund, and appointment of her son against the deceased quota.

05. Consequently, the matter was again taken up with the Section Officer (COORD-I), SE&LD, Government of Sindh, Karachi, on 06-02-2024 for the early redressal of the complainant's grievance. However, the Agency failed to respond. On 26-12-2024, the Investigating Officer contacted the complainant at her given phone number (0313-3862591). The complainant's son, Kamran, attended the call and informed that they had received the payment of financial assistance. He confirmed that the case for appointment against the deceased quota had also been approved and was lying with the Deputy Commissioner's Office, Khairpur, awaiting the convening of a meeting of the District Recruitment Committee. He also confirmed receiving monthly stipend out of Benevolent Fund.

FINDINGS

06. The complainant's grievance regarding service dues of her deceased husband has been redressed by the Agency following the intervention of this Institution. All the pending deceased quota cases in which orders were not issued for any reason have been declared as null and void vide circular of Law Department Government of Sindh dated 26th December, 2024. Therefore request of the complainant for appointment of her son against deceased quota cannot be considered.

DECISION

07. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to the record.

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 13th February, 2025