



DECISION

Complaint No. : POS/5691/2021/HYD/236

Name and address of the complainant : Mst. Shahnaz wd/o Wahid Bux Waryari, ex-Ward Servant
R/o Waryani Manjhand,
District Jamshoro.

Name of the Agency Complained against : i. District Health Officer, Jamshoro.
ii. District Accounts Officer, Jamshoro

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

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

Subject : **COMPLAINT AGAINST HEALTH DEPARTMENT
ALLEGING INORDINATE DELAY IN PAYMENT OF
SERVICE DUES TO THE COMPLAINANT**

Complaint

Mst. Shahnaz filed a complaint dated 14.10.2021 wherein she stated that her late husband, Wahid Bux was working as Ward Servant at Taluka Hospital Manjhand who died during service on 11.12.2020. Since then, she is approaching the offices of DHO and DAO Jamshoro for payment of service dues and appointment of her son against deceased quota 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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 03.12.2021 to the District Accounts Officer, Jamshoro and District Health Officer, Jamshoro for report. The District Accounts Officer, Jamshoro informed with regard to payment of service dues to the complainant as under.

Service Claims	
Payment of G.P. Fund	An amount of Rs.426,273/- has been paid on 06.07.2022
Encashment of LPR	An amount of Rs.261,120/- has been paid on 20.05.2022
Payment of gratuity	An amount of Rs.771,265/- has been paid on 05.09.2022
Monthly pension alongwith arrears	Family pension restored and arrears of family pension, amounting to Rs.474,384/- paid on 31.10.2024.
Payment of Financial Assistance	An amount of Rs.900,000/- has been paid on 31.10.2024

4. The Deputy Manager Claim (G&P) State Life Insurance Corporation Karachi informed vide letter dated 21.12.2023 that the Group Insurance, amounting to Rs.437,500/- has been paid to the complainant vide cross cheque dated 21.12.2023.

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5. The Additional Deputy Commissioner-I, Jamshoro informed vide letter dated 24.12.2024 that the case for grant of aid out of benevolent fund has been received and the same will be considered for approval in the next meeting of District Benevolent Fund Board, Jamshoro. The matter with regard to appointment against deceased quota was placed in District Recruitment Committee (DRC) Jamshoro in its meeting held on 11.07.2024 for appointment of Rab Dino, son of the complainant against deceased quota. The matter was under process in the office of District Health Officer, Jamshoro but the offer letter was not issued in pursuance to the orders dated 18.10.2024 of Hon'ble Supreme Court in Civil Petition No.3390 of 2021 with regard to appointment against deceased quota.

6. The complainant appeared before Investigating Officer Hyderabad on 16.12.2024 and filed a written statement wherein she confirmed the receipt of admissible service dues in respect of her deceased husband.

Findings

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

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