



DECISION

Complaint No. : POS/823/2023/HYD/70

Name and address of the complainant : Mst: Nasreen Akhter Channa wd/o. Muhammad Dawood Bhutto, R/o H.No: A-48, Abdullah Blessings, Wadhi Wah, Hyderabad.

Name of the Agency Complained against : Agriculture Department, Government of Sindh.

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

Vetted by : Muhammad Naseer Jamali, Advisor-N

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

Complaint

Mst: Nasreen Akhter Channa filed an online complaint dated 24.01.2023 wherein she stated that her late husband, Muhammad Dawood Bhutto was Agriculture Officer (BPS-17) in Agriculture Department who expired during service in August-2018. She is visiting the office of Director- General Agriculture Extension since last 5 years for payment of outstanding service dues i.e. Financial Assistance, aid out of Benevolent Fund and Funeral Charges 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 10.03.2023 to the Additional Director, Agriculture Extension, Jamshoro for report, followed by reminders. The Additional Director, Agriculture Extension Jamshoro informed vide letter dated 25.05.2023 that the payment of Group Insurance, amounting to Rs.1,200,000/ had already been made to the complainant on 20.03.2022. The complainant may be directed to visit his office alongwith relevant documents in order to process her case for payment of outstanding service dues.

4. The matter remained under lengthy correspondence including getting reports of the agency and hearing the parties. The Administrative Officer, Provincial Board of Management, Sindh Government Servants, Benevolent Fund, SGA&CD, Karachi issued sanction order dated 25.06.2024 for payment of aid out of Benevolent Fund to the complainant at the rate of Rs.2,500/- per month w.e.f. 08.03.2023 for life time.

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5. The Additional Director, Agriculture Extension, Jamshoro informed vide letter dated 21.10.2024 that the Sanction Order for payment of Financial Assistance has been issued by the Secretary, Agriculture, Supply & Prices Department, GOS, Karachi vide order dated 04.09.2024. He has countersigned the bill of Financial Assistance, amounting to Rs.1,500,000/- and the complainant has received the original bill for submission at District Accounts Office. She also got the countersigned original bill of Rs.19,500/- being funeral charges for submission at DAO office by herself.

6. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 28.11.2024 and filed a written statement that she has received a cheque dated 28.11.2024, amounting to Rs.1,500,000/- on account of Financial Assistance and another cheque dated 12.11.2024, amounting to Rs.19,500/- on account of funeral charges. She confirmed the receipt of all admissible service dues in respect of her deceased husband. She extended thanks to this Institution and requested to close the case.

Findings

7. On the intervention of this Institution, the grievance of 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 is disposed of as redressed.

9. This also disposes of another complaint bearing No: POS/7356/2022/HYD/450 having same grievance filed by the same complainant on the same subject against the same Agency.

Given under my hand and seal of the office



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

Karachi, dated 13th January, 2025