



DECISION

Complaint No. : POS/3731/2024/Adv-II

Name and address of the complainant : Mst. Nuzhat Parveen wd/o Shabbir Hussain, R/o. Gakhar Admal, P.O. Khas Saidat, Tehsil Kallar Syedan, District Rawalpindi.

Name of the Agency Complained against : Works & Services Department, Government of Sindh.

Name & Designation of Investigating Officer : Rehana Ghulam Ali Memon, Advisor (H)

Vetted by :

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES IN RESPECT OF COMPLAINANT'S HUSBAND, WHO DIED DURING SERVICE ABOUT SIX YEARS AGO AND DELAY IN APPOINTMENT OF HER SON AGAINST DECEASED QUOTA.**

COMPLAINT

The complaint filed by Mst. Nuzhat Parveen widow of Shabbir Hussain, ex-Watchman, Sindh House Islamabad received through Wafaqi Mohtasib (OMBUDSMAN)'S Secretariat, Islamabad vide letter No.WMS-HQR/0006364/24 dated 13.08.2024. The complainant stated that her husband late Shabbir Hussain was serving as watchman at Sindh House Islamabad, Works & Services Department, Government of Sindh, who died during service six years ago. She alleged that after the death of her husband, she is receiving pension only and other pensionery dues / benefits are yet to be paid for which she has approached the agency several times but failed to receive fruitful results. She therefore, requested the Provincial Ombudsman Sindh to intervene in the matter and issue directives to the agency for payment of pensionery dues i.e. Benevolent Fund, Group Insurance, Financial Assistance and appointment of her son against deceased quota.

PROCEEDINGS

2. The complaint was admitted on 02.09.2024 under Section 10 of the Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended up to date), subject to condoning delay as per section 10 (3) of the Act and submission of original signed complaint addressed to Provincial Ombudsman Sindh alongwith copies of relevant documents including CNIC and Affidavit on Form 'A'. The complainant submitted the required / relevant documents.
3. The matter was resolved after prolonged correspondence with various authorities. The complainant received the following dues / amount:
 - a) Financial Assistance: Rs.600,000/- through cheque No. 5740094 dated 14.03.2025.
 - b) Group Insurance Claim:Rs.350,000/- through cheque No. 14448446 dated 14.05.2025
 - c) Benevolent Fund Aid: Monthly lifetime grant of Rs.2,000/- allowed and paid Rs. 24,276 for the period from 26.02.2024 to 28.02.2025.
4. The complainant also confirmed payment of above amount to her.

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5. Regarding appointment against deceased quota, the Section Officer-I, for Secretary to Govt. of Sindh, Works & Services Department, vide letter No.SOE-I(W&S)/12-41/2017(830) dated 15.11.2024 reported that appointment against deceased quota is halted as the Honourable Supreme Court of Pakistan has announced judgment issued orders in C.P No.3390 of 2021, on 18.10.2024 and has directed Federal and Provincial authorities to change the policy in this regard.

FINDINGS

6. All the issues raised by the complainant in her complaint regarding pension dues have been addressed and she received Rs.974,276/-. However, appointment against deceased quota has been halted in light of the orders of Honourable Supreme Court of Pakistan as discussed in para-5 above.

DECISION

7. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated *3rd* October, 2025

