



## **DECISION**

**Complaint No.** : POS/5125/ROK-83/(Khp)/2022

**Name and address of the complainant** : Mst. Sughra Bibi, D/o Wali Muhammad,  
W/o Manzoor Hussain Arain,  
R/o Mohalla Abdul Bari, Railway Station,  
Taluka Gambat, District Khairpur Mir's.

**Name of the Agency Complained against** : Health Department

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

**Vetted by** : **Mr. Ghulam Sarwar, Advisor-J**

**Subject** : **COMPLAINT REGARDING PREPARATION OF SERVICE BOOK TO CLAIM ARREARS OF SALARIES.**

## **COMPLAINT**

Mst. Sughra Bibi filed a complaint on 21-09-2022 stating that she was working as a Lady Health Worker (LHW) on a contract basis in the Health Department since 1995. Her services had been regularized in compliance with the orders of the Honourable Supreme Court of Pakistan. But she is not getting salaries and facing hardship which was attributed to the District Health Office's failure to prepare her service book. She, therefore, sought the intervention of this Institution.

## **PROCEEDINGS**

02. 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), by condoning the delay in filing it, subject to submission of copies of relevant documents, an Affidavit on Form "A" and a copy of the CNIC.

03. The matter was taken up with the District Health Officer, Khairpur Mir's, on 13-10-2022 for comments. Simultaneously, the complainant was advised to complete the codal formalities. In response, the District Health Officer submitted a letter dated 16-02-2023, addressed to the complainant, requesting her to submit certain documents within three days.

04. The agency's report was shared with the complainant on 22-02-2023 for a rejoinder. In response, the complainant submitted her rejoinder on 10-09-2024 stating that her service book had been prepared and arrears of pay bill had been processed and sent to the Secretary, Health Department, Government of Sindh, on 22-05-2024.

05. On 15-10-2024, the matter was referred to the Secretary, Finance Department, Government of Sindh, Karachi for taking action.

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06. On 29-01-2025, the complainant's son appeared before the Investigating Officer and submitted a copy of a letter dated 23-12-2024 issued by the Finance Department, Government of Sindh. The letter conveyed the approval of the Scrutiny Committee of the Finance Department for the drawal of arrears of pay and allowances amounting to Rs. 1,226,908/- in favor of the complainant.

07. Subsequently, on 26-05-2025, the complainant's son, Mr. Hamid Ali Arain, again appeared before the Investigating Officer and submitted an application stating that the service book had been prepared by the District Health Office, Khairpur Mir's, and the arrears of pay had been paid to his mother. He expressed his gratitude to this Institution and requested that the case may be closed.

### **FINDINGS**

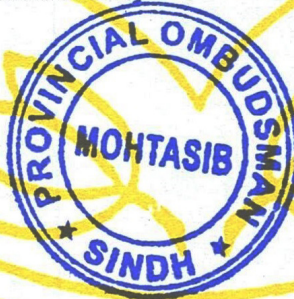
08. The grievance of the complainant has been resolved as a result of the intervention of this Institution.

### **DECISION**

09. In view of the above, the complaint is disposed of as redressed and is consigned to record.

10. Complaints Nos. POS/1433/ROK-15/(Khp)/2022 and POS/6445/ROK-96/(Khp)/2022, filed by Mr. Hamid Ali, son of the complainant, regarding the same matter, are also disposed of on identical grounds.

**"Given under my hand and seal of office"**



**Sd /-**

**( MUHAMMAD SOHAIL RAJPUT )**

**Sitara-e-Imtiaz. PAS**

**Ombudsman, Sindh**

**Karachi, dated 5<sup>th</sup> June, 2025**