



## **DECISION**

Complaint No. : POS/2143/2022/ NFZ-20

Name and address of the complainant : Mst. Iqbal Khatoon,  
C/o Allama Ghulam Hyder Hyderi,  
Syed Mohallah, War No.6, Kandiaro, Distt. N'Feroze

Name of the Agency Complained against : Works & Services Department

Name & Designation of Investigating Officer : Ahmed Bakhsh Ghumro,  
Consultant/Incharge, Regional Office,  
Naushahro Feroze

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : **COMPLAINT AGAINST ALLEGED DELAY IN  
THE PAYMENT OF SERVICE DUES INCLUDING  
FINANCIAL ASSISTANCE AND GROUP INSURANCE  
IN RESPECT OF THE DECEASED HUSBAND OF THE  
COMPLAINANT**

### **THE COMPLAINT**

Mst. Iqbal Khatoon Wd/o Khair Muhammad Abbasi filed an online complaint on 15.04.2022 stating that her husband died during service as Beldar on 21.12.2018. His service being less than ten years, family pension was not granted to her. After said demise of her husband, she, alongwith five minor children is facing financial hardships to earn livelihood. The complainant further stated that as per service rules, Financial Assistance and Group Insurance are her legal right and the concerned officers of the Works & Services Deptt: were approached to grant the same but all in vain. She, therefore, solicited intervention of this Institution.

### **PROCEEDINGS**

2. 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 subject to submission of Affidavit on Form 'A', original signed complaint and copy of CNIC.

3. After completion of the codal formalities, the matter was taken up with the XEN Highways Division, N'Feroze for report/comments on 24.03.2022. In response vide letter dated 03.06.2022 he submitted that husband of the complainant's widow was appointed as Beldar on 05.05.2011 and he expired on 21.12.2018 during service. So total service of the deceased was Eight (8) years whereas rules prescribe service of ten years and more for family pension. The XEN further reported that the claim of Financial Assistance and Group Insurance has already been forwarded to the Additional Secretary, Works & Services Department, Government of Sindh, Karachi, on 04.03.2020 and 24.05.2022 respectively.



(2)

4. The report of the Agency was shared with the complainant for rejoinder on the same day i.e. 07.06.2022. Simultaneously, the Additional Secretary, Works & Services Department was moved for expeditious payment of Financial Assistance and Group Insurance to the complainant. On 30.06.2022, rejoinder was received from the complainant's widow informing that the Agency has been delaying the matter unnecessarily. The matter was followed up vigorously with the concerned officers of the Government of Sindh. Resultantly, the Section Officer (Gen), Works & Services Department informed vide his letter dated 18.01.2022 that Rs.600,000/- have been sanctioned for payment of Financial Assistance to the ~~complainant's~~ widow vide order No.E&A(W&S)12.33/2020(105) dated 14.07.2022.

5. After further correspondence, the Manager, Group Insurance, State Life Insurance Corporation (SLIC), Karachi, informed on 19.06.2023 that a cheque of Rs.300,000/- has been issued to the XEN Highways, N'Feroze for payment of Group Insurance to the complainant widow and her mother-in-law. These reports were shared with the complainant for rejoinder, who confirmed in writing on 22.02.2023 that she has received the payment of Financial Assistance of Rs.600,000/- and Group Insurance Rs.300,000/- from the office of the XEN Highways Division, N'Feroze. She also expressed her gratitude to this Institution.

6. Accordingly, XEN Highways, N'Feroze was asked for official confirmation on 23.08.2023 which he conveyed on 06.09.2023.

#### DECISION

7. In view of the above, 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

**23rd** December, 2024