



DECISION

Complaint No. : POS/405/2022/NWS-85

Name and address of the complainant : Mst. Anwari Begum Wd/o Abdul Qadir Shah, R/o Mohalla Waris, Ward No. 02, District Shaheed Benazirabad.

Name of the Agency Complained against : Town Committee Daur

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES.**

THE COMPLAINT:

Mst. Anwari Begum filed a complaint dated 18.07.2022 inter-alia stating that her son was an employee of Town Committee Daur, who died during the service on 05.05.2021 but payments of LPR, Gratuity, Financial Assistance, death grant and salary difference has not yet been paid to her. Her husband who expired on 17.05.2011 was also an employee of Town Committee Daur. Her daughter had applied for appointment against deceased quota in place of her deceased father but of no avail. She, therefore, prayed intervention of this Institution for the redressal of her grievances.

PROCEEDINGS:

2. 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), after receiving of Affidavit on Form "A" and by condoning delay.
3. This office issued notice to the Town Officer Town Committee, Daur vide letter dated 22.09.2022 followed by multiple reminders. In response, it was informed vide letter dated 06.08.2024 that payment of LPR amounting to Rs.162,405/-, payment of commutation amounting to Rs.162,405/- and payment of Financial Assistance amounting Rs.400,190/- out of total payment Rs.600,000/- had been made to the Complainant. Remaining amount of the Financial Assistance of Rs.199,810/- will be paid to complainant in installments of Rs.50,000/- per month.

FINDINGS:

4. On the intervention of this Institution, Service dues have been paid to the complainant while remaining amount of Financial Assistance is being paid to the

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complainant in installments. Whereas, in light of the Supreme Court of Pakistan's Judgment and directives issued by Law, Parliamentary Affairs & Criminal Prosecution Department Sindh, Karachi regarding cancellation/withdrawal of all policy letters of appointments under deceased quota, this Institution is unable to take any further action on such cases.

DECISION:

5. In view of the above and in exercise of Powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended upto date), I do hereby dispose of the complaint as redressed, with directives the Town Officer, Town Committee, Daur to pay remaining amount to the Complainant and submit a report within 60 days.

Given under my hand and seal of office



Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 2nd January, 2025

