



## **DECISION**

**Complaint No.** : POS/ROK-41/(Khp)/2018

**Name and address of the complainant** : Mst. Zuhran, Wd/o Lal Bux Pathan,  
R/o Munshi Mohalla, Karachi Road,  
Taluka & District Khairpur.

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

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

**Vetted by** : **Mr. Muhammad Misbah Tunio, Advisor-J**

**Subject** : **DELAY IN RELEASE OF OUTSTANDING SERVICE DUES OF DECEASED HUSBAND OF THE COMPLAINANT.**

### **COMPLAINT**

Mst. Zuhran Wd/o Lal Bux Pathan, filed a complaint on 26-02-2018 alleging delay in payment of pension difference w.e.f. 1999 to 2005 and twelve (12) month's salaries by District Education Officer (DEO) pertaining to her deceased husband, who was a BPS-17 officer in Education Department. She also alleged that original service book of her deceased husband was misplaced by DEO office. In this connection, she claims to have approached concerned officers repeatedly but in vain. She, therefore, solicited intervention of this Institution.

### **PROCEEDINGS**

**02.** 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 in filing it and subject to submission of an Affidavit Form "A" and copy of CNIC.

**03.** After codal formalities, the matter was taken up with District Education Officer (Secondary), Khairpur, on 12-03-2018 for comments / report. In response, the D.E.O (ES&HS), Khairpur, reported on 27-03-2018 that all bills of complainant's deceased husband, including pension benefits were signed and submitted to the office of District Accounts Officer, Khairpur and no bill was pending in his office. He also furnished photocopy of statement submitted by Mr. Nazeer Ahmed Soomro, the then Addl. District Accounts Officer, Khairpur before Hon'ble High Court of Sindh Bench at Sukkur in CP No. D-815 of 2000 filed by late husband of the complainant. Said statement indicates that all pensionary benefits were paid to deceased husband of the complainant during his life time which he deposited in National Saving Centre Khairpur.

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04. This report of D.E.O was shared with complainant on 13-04-2018 for rejoinder, if any. In response, the lady complainant filed rejoinder on 05-11-2018 stating that she was not satisfied with the report of the Agency.

05. On 26-11-2018 the further comments were called from D.E.O (ES&HS), Khairpur on the rebuttal of complainant. In response, on 10-12-2018 the D.E.O (ES&HS), Khairpur, reiterated his earlier stance of 27-03-2018. This report of D.E.O too was shared with complainant on 28-12-2018 for rejoinder, if any but she did not respond, despite issuance of reminders last one on 02-11-2019.

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06. The complaint is pending since February 2018. Nothing is heard from complainant lady since 28-12-2018. Apparently, she seems to have lost interest to pursue her complaint. I, therefore, 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 up-to-date), do hereby dispose of the complaint on account of non-prosecution.

“Given under my hand and seal of office”



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 17<sup>th</sup> February, 2025

