



## **DECISION**

Complaint No. :

**POS/1250/2021/B-27**

Name and address  
of the complainant :

Mst. Afshan Rasheed, Ex-Laboratory Attendant,  
House No-27, Area 51-A, Korangi No-6, Karachi.

Name of the Agency  
complained against :

College Education Department.

Name & Designation of  
Investigating Officer :

**Mr. Ghulam Sarwar, Advisor-J**

Subject :-

**ALLEGED INORDINATE DELAY IN PAYMENT OF  
SERVICE DUES / PENSION TO THE  
COMPLAINANT WHO RETIRED FROM SERVICE  
ON 31.12.2018.**

### **COMPLAINT**

A complaint has been filed by Mst. Afshan Rasheed, on 03.03.2021 against College Education Department stating that she had retired from government service on 31, December 2018, on attaining the age of superannuation. Since then, she has been trying to get her pensionary dues. The College Education Department is delaying the submission of her pension papers to Accountant General Sindh for further action. She approached the authorities concerned and agitated her case before them but without any positive outcome which compelled her to seek this Institution's Intervention in the matter.

### **PROCEEDINGS**

2. The matter was taken-up with the concerned Agencies i.e. Director General Colleges Sindh, Secretary College Education Department as well as School Education & Literacy Department, Government of Sindh dated 18-03-2021, followed by series of reminders. After continuous efforts, agency through its letter dated 25-10-2021 reported that the pension papers of retired government employee Mst. Afshan Rasheed has been forwarded to Accountant General Sindh for necessary action. On 29-12-2021 complainant informed that pension papers have been prepared by the Government College for Women Korangi No-4 Karachi and same have been forwarded to the Accountant General Sindh.

3. After submission of pension papers of Mst. Afshan Rasheed, matter was again taken-up with the College Education Department to follow-up her case and convey the latest position to this Institution. On 07-11-2022 Accounts Officer, Office of the Accountant General Sindh reported that pension case of the complainant was processed and payment of pension to her has been started from the month of March 2022 on receipt of complete documents from College Education Department. It is further informed that payment of pension/ arrears outstanding, commutation has also been made to the complainant in April, 2022.

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4. Report of the Agency was sent to the complainant for information and filing of comments if any, followed by multiple reminders but complainant has not responded which indicates that complainant has received all her pensionary dues and she is not interested in her complaint any further.

**FINDINGS**

5. Perusal of the record revealed that Agency was delaying the matter and on the intervention of this Institution, Agency has forwarded the case of government employee to the A.G. Sindh which has made the payment of pension / outstanding dues and hence the grievance of the complainant has been redressed.

**DECISION.**

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

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



Sd /-  
( **MUHAMMAD SOHAIL RAJPUT** )  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated 26th June, 2025