



DECISION

Complaint No. :

POS/623/KE-39/24

Name and Address
of the Complainant :

Mst. Safia Naz wd/o. Muhammad Sabir, R/o. House No.
N-495, Street No.7, Mohallah Junejo Town, Sector 6-J/1,
Mehmoodabad, Karachi.

Name of the Agency
Complained against :

Revenue Department

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**DELAY IN PAYMENT OF COMPLETE
SERVICE DUES OF HUSBAND OF THE
COMPLAINANT WHO DIED DURING
SERVICE ON 30.03.2021.**

THE COMPLAINT

Mst. Safia Naz wd/o. Muhammad Sabir in her complaint dated 25.01.2024 stated that her husband was working as Naib Qasid in Revenue Department and passed away during service on 30.03.2021. Since his death, she has not yet received complete service dues of her husband. She stated that she has to arrange the marriages of her two daughters and has no other source of income. Being an old lady, she was tired of repeatedly visiting the concerned offices to get her lawful dues in respect of her deceased husband. She, therefore, solicited intervention of this office for redressal.

PROCEEDINGS

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Additional Deputy Commissioner-I, District East, Karachi vide letter dated 15.04.2024 stated that all dues of deceased employee have been paid to her widow except leave encashment and G.P Fund. The report cited that the Bill of leave encashment amounting Rs. 250,320/- has been submitted in the office Accountant General Sindh at Karachi where the same was under consideration.

3. As regards nonpayment of G.P Funds the report pointed out that the deceased employee in his life time had drawn some amount from G.P Fund. So the amount which is now to be paid on account of G.P Fund to his widow has not yet been finalized by concerned section of the office of Accountant General Sindh. The matter, report stated, was being pursued by their office to get it finalized soon. For Financial Assistance of the deceased, a letter vide No. DC/k/E/Acttsbr/East/264/2023, dated 26.04.2023 was issued to the Secretary (Revenue), Board of Revenue, Sindh at Hyderabad followed by reminder dated 27.03.2024.

Contd.....

(2)

3. The matter was then taken up with the Board of Revenue Sindh, which in response vide letter dated 12.08.2024 reported that during last financial year 2023-24 Board had sanctioned financial assistance in favour of complainant amounting to Rs. 600,000/- which could not materialize for want of budget. The report added that the, Board has approached the Finance Department for release of budget.

4. During the course of investigation, the Accounts Officer (Legal Co-ordination) Office of the Accountant General Sindh vide letter dated 24.09.2024 furnished report dated 19.09.2024 from Accounts Officer (CAA-I) stating that leave encashment bill in respect of Late Muhammad Sabir has been passed.

5. Subsequently, Assistant Accountant General Sindh (PFVI) vide letter dated 23.10.2024 informed that G.P Fund final payment authority in respect of deceased Muhammad Sabir has been finalized

6. Later, the Assistant Secretary, Board of Revenue Sindh vide letter dated 24.01.2025 reported that Board has sanctioned sum of Rs. 600,000/- as financial assistance in favour of complainant Mst. Safia Naz wd/o. Late Muhammad Sabir.

7. The complainant appeared before the Investigating Officer on 30.06.2025 and submitted her statement that she has received complete dues in respect of her deceased husband Muhammad Sabir. She extended gratitude to this Institution.

FINDING

8. As a result of constant pursuance and intervention by this Institution, complainant's grievance has been resolved.

CONCLUSION

9. In view of above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 04-08-2025