



DECISION

Complaint No. : POS/4871/2023/SGR-62

Name and address of the complainant : Mst. Shama Wd/o. Nawab,
R/o. Street No.05, Bhattai Town, WAPDA Morr,
Taluka Shahdadpur, District Sanghar

Name of the Agency Complained against : Police / DAO, Sanghar

Name & Designation of Investigating Officer : Fazal Muhammad Shaikh,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : **ALLEGED NON-PAYMENT OF ALL THE SERVICE DUES AND UNJUST STOPPAGE OF PAYMENT OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER HUSBAND, WHO DIED DURING SERVICE ON 22.02.2022.**

THE COMPLAINT:

Mst. Shama Wd/o. Nawab, filed a complaint dated 03-07-2023 against Police / District Accounts Officer, Sanghar, regarding non-payment of all the service dues in respect of her husband and unjust stoppage of payment of family pension to the complainant. The complainant had frequently approached the concerned agencies for redressal of her grievances, but to no avail. Aggrieved by that, she solicited the intervention of this Institution.

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 upto date)*, after receiving mandatory Affidavit on Form "A" and other relevant documents, and by condoning the delay.
3. This office issued notice to both agencies i.e. Senior Superintendent of Police, Sanghar and District Accounts Officer, Sanghar vide letter dated 24.10.2023 respectively followed by multiple reminders and matter remained under correspondence. Finally the Senior Superintendent of Police, Sanghar has informed vide letter dated 06.05.2024 that all the admissible service dues have been paid to complainant i.e. Gratuity of Rs.5,08,292/-, immediate Relief of Rs.50,000/-, encashment of LPR of 365 days amounting to Rs.1,95,120/-, G.P Fund amounting to Rs. 2,25,657/- and Group Insurance amounting to Rs.4,37,500/-, respectively. The Financial Assistance case of complainant amounting to Rs.9,00,000/- is pending as Succession Certificate is required by A.G, Sindh to disburse the said amount to the Legal heirs of the deceased employee. As and when the Succession Certificate is produced by the complainant, the amount of Financial Assistance will be paid accordingly. As the grievances of the complainant regarding payment of all the admissible service dues have been redressed and requested for closure of the complaint.

4. The report of agency alongwith enclosures were sent to complainant for her rejoinder. The complainant appeared before the Investigation Officer on 22.07.2024 and submitted her written statement wherein, she has confirmed receipt of payments i.e. Gratuity of Rs.5,08,292/-, immediate Relief of Rs.50,000/-, encashment of LPR of 365 days Rs.1,95,120/-, G.P Fund of Rs.2,25,657/- and payment of Group Insurance of Rs.4,37,500/-, respectively. She has also confirmed that Succession Certificate under proceedings are pending in the court. The complainant has also offered her thanks to this Institution on redressal of her grievances and requested to close further proceedings on her complaint.

FINDINGS:

5. After intervention of this Institution, the agency has redressed the grievance of the complainant and paid her all admissible service dues.

DECISION:

6. In view of the above and I, in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended upto date), 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 30th June, 2025

