



DECISION

Complaint No. :

POS/4192/2023/KC

Name and address
of the complainant :

Mst. Zaitoon,
R/o. Flat No. 403, 4th Floor, Nafia Apartment, Plot No.3/5,
Sub Block-C, Block-IV, Near Hadi Market, Nazimabad,
Karachi.

Name of the Agency
complained against :

Health / A.G Sindh

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**COMPLAINT AGAINST NON-PAYMENT OF PENSION
AND RETIREMENT BENEFITS TO THE COMPLAINANT
DUE TO DEFICIENCY OF ONE MONTH AND TWENTY-
FOUR DAYS FROM REQUIRED LENGTH OF SERVICE**

COMPLAINT

Mst. Zaitoon lodged a complaint on 02.06.2023 stating that after the regularization of her service in July 2012, she retired as Lady Health Supervisor (BPS-07) on 05.05.2022. However, she was not granted pension and other retirement benefits due to a shortfall of one month and twenty-four days in the required qualifying service of ten (10) years. She, therefore, sought intervention for redressal of her grievance.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020). After the complainant submitted an Affidavit on Form 'A', the matter was referred to the relevant Agency.
3. During the hearing held on 18.07.2023, the District Health Officer (DHO), District South Karachi, vide letter dated 17.07.2023, submitted a copy of the Health Department's Order dated 24.02.2013. The said order, issued in compliance with a Supreme Court of Pakistan directive, stated that services of Lady Health Supervisors, Accounts Supervisors, and Lady Health Workers had been recognized with effect from 01.07.2012, on terms and conditions that included the following clause:

"The pension liability will accrue after ten (10) years from the date of regularization i.e., 01-07-2012, as per decision of the Council of Common Interests (CCI) meeting dated 23-01-2013, vide letter No. 2(38)/2012-CCI, dated 30.01.2013 of the Inter-Provincial Coordination Division / Secretariat of the CCI."
4. The DHO also submitted a copy of Office Order dated 19.09.2014 issued by the Provincial Coordinator, National Program for Family Planning and Primary Health Care, which reiterated the same terms and conditions.
5. Reference was also made to a similar precedent where the then Hon'ble Ombudsman Sindh moved a summary dated 17.07.2019 to the Hon'ble Chief Minister Sindh for condonation of a shortfall in qualifying service of one year, three months, and twenty days in the case of Mr. Sajjad Ahmed, Ex-Junior Clerk, Ombudsman Sindh Secretariat. The Chief Minister approved the condonation accordingly.

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6. Persistent follow-up of the instant matter led to condonation of the deficiency in the complainant's service. The DHO, vide letter dated 11.10.2023, informed that the concerned official had been directed to prepare the pension and retirement benefit documents for submission to the Accountant General Sindh, Karachi.
7. Subsequently, the Accounts Officer (SPC-I), Office of the AG Sindh, Karachi, vide letter dated 20.06.2025, confirmed that Mst. Zaitoon had started receiving her pension.
8. However, the complainant, in her letters dated 02.02.2024 and 15.10.2024, stated that while she had received Pension and Leave Encashment, the G.P. Fund was still unpaid. She requested expeditious disbursement of the same.

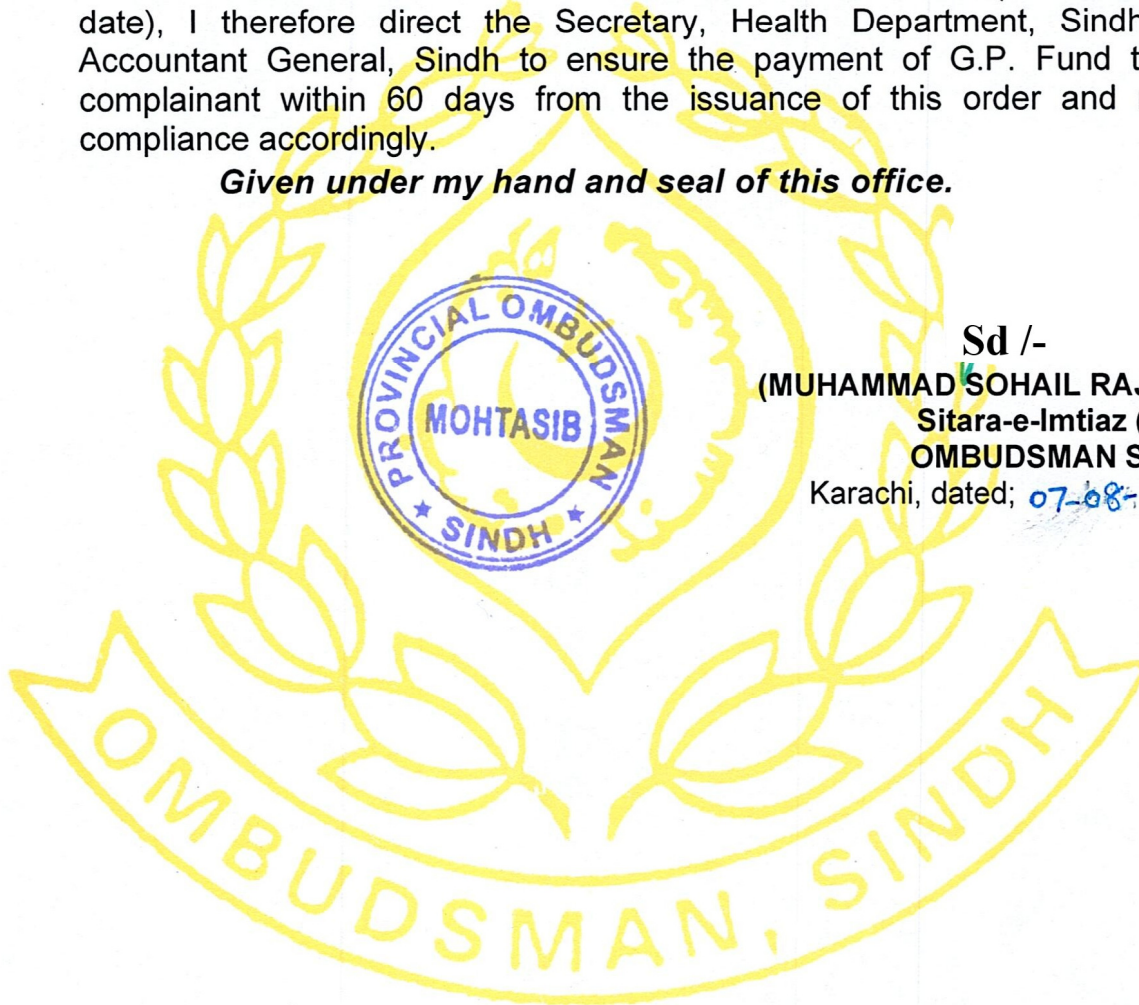
FINDINGS

9. The prolonged delay in disbursement of the G.P. Fund constitutes both injustice and a financial burden on the complainant.

DECISION

10. 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 (as amended to date), I therefore direct the Secretary, Health Department, Sindh and Accountant General, Sindh to ensure the payment of G.P. Fund to the complainant within 60 days from the issuance of this order and report compliance accordingly.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz (PAS)

OMBUDSMAN SINDH

Karachi, dated; 07-08-2025