



DECISION

Complaint No. : POS/ROS/SKK-81/2025

Name and address of the complainant : Mst. Shazia D/o. Ghous Bux,
R/o. House No. B-2100, Makrani Mohallah,
District Sukkur.

Name of the Agency Complained against : Executive Engineer,
Highways Division, Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :

ALLEGED DELAY IN PAYMENT OF DUES IN RESPECT OF DECEASED BROTHER OF THE COMPLAINANT.

COMPLAINT

Mst. Shazia D/o. Ghous Bux, filed a complaint on 04.03.2025 regarding alleged delay in payment of service dues in respect of her brother Muhammad Bux Shaikh, who was serving as Charge Mechanic in Highways Division, Sukkur and died on 19.01.2023. She, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The matter was taken up with the Executive Engineer, Highways Division, Sukkur vide this office letter dated: 27.03.2025 followed by reminder dated: 23.04.2025. In response, he vide his report dated: 02.05.2025 informed that the payment of Gratuity, Leave Encashment and G.P Fund have been made to the complainant. He also enclosed the receipts of the said payments. He further informed that the cases of Group Insurance and Financial assistance have been forwarded to State Life Insurance Corporation of Pakistan and Secretary Works & Services Department. In support thereof, he enclosed the copies of said letters.
3. In pursuance, the matter was taken up with the Secretary, Works & Services Department, Karachi vide this office letter dated: 13.06.2025. In response, he vide his letter dated: 18.06.2025 informed that the Financial Assistance case of the complainant's brother has been finalized and she has been paid Rs.900,000/. In support thereof, he enclosed the copy of Sanction Order dated: 12.05.2025.
4. Simultaneously, the matter was also taken up with the Assistant General Manager (G&P Claims), State Life Insurance Corporation of Pakistan, Karachi vide this office letter dated: 13.06.2025 followed by reminder dated: 02.07.2025.

(2)

5. While the reply of State Life Insurance Corporation was still awaited, the complainant vide her letter dated: 04.08.2025 confirmed that all service benefits of her brother have been paid to her. Hence, she requested to close the case, as her grievance was resolved.

FINDINGS

6. After intervention of this Institution, the service dues of brother of the complainant have been paid to her which is confirmed by her vide letter dated: 04.08.2025. Hence, no further action is required by this Institution.

DECISION

7. In view of the above, the complaint stands fully redressed and disposed of accordingly.

Given under my hand and seal of office.

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated; 11th September, 2025

