



DECISION

Complaint No. : POS/2524/2022/HYD/163

Name and address of the complainant : Mst: Shazia Khan
R/o Flat No: 79/60, 2nd Floor, 2nd Phase,
Al-Raheem Shopping Centre, Hyderabad

Name of the Agency Complained against : College Education Department, Government of Sindh.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Regional Director,
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST INORDINATE DELAY IN
PAYMENT OF SERVICE DUES IN RESPECT OF
DECEASED HUSBAND OF THE COMPLAINANT

Complaint

Mst: Shazia Khan filed an online complaint dated 11.05.2022 wherein she stated that her late husband, Khan Akhtar Waseem was Office Superintendent (BPS-17) at Govt City College Hyderabad who died during service on 04.11.2021. She approached the department for payment of service dues in respect of her deceased husband and appointment of her son against deceased quota but to no avail despite lapse of one year. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 06.06.2022 to the Secretary, College Education Department and Director General, College Education, Karachi for report, followed by reminders. The Additional Director Colleges appeared before the Investigating Officer Hyderabad on 28.07.2022 and he informed that case has been forwarded to the College Education Department. The Section Officer (HR-V) College Education Department submitted the latest position of the case vide dated 08.09.2022 as under:

- (i) Obituary of the deceased was issued on 11.05.2022.
- (ii) Encashment of LPR (365) days sanctioned vide Notification dated 11.05.2022.
- (iii) Permission and payment of pension/commutation letter was issued to the DAO Hyderabad vide dated 03.08.2022.
- (iv) Group Insurance case has been forwarded to the State Life Insurance Corporation Karachi vide dated 03.08.2022
- (v) Benevolent Fund case has been forwarded to the S&GAD vide dated 03.08.2022.
- (vi) The payment of Financial Assistance is under process in the department.
- (vii) Sanction for payment of G.P Fund has been issued to the DAO Hyderabad vide dated 03.08.2022.

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4 Pursuant to that, this office issued notices to the concerned agencies to expedite the matter of the complainant.

5. During the investigation process, the grievance of the complainant has been resolved as under:

<u>S.No</u>	<u>Grievances</u>	<u>Grievances of complainant</u>
i.	Family Pension	The Additional District Accounts Officer-III, Hyderabad submitted report dated 31.10.2022 wherein he informed that the Family Pension has been restored in favour of the complainant.
ii.	G.P Fund, Gratuity & LPR	The Additional District Accounts Officer, Hyderabad vide report dated 03.07.2023 informed that the payment of GP Fund, Gratuity & LPR have been made to the complainant.
iii.	Appointment against Deceased quota	The Director (Colleges), Hyderabad Region, Hyderabad submitted report dated 22.08.2023 that the complainant applied for appointment of her son, Shaheer Akhtar for appointment against deceased quota. His date of birth is 01.01.2008 (16 years) and he is minor and not covered under the existing rules/policy.
iv.	Aid out of Benevolent Fund	The Administrative Officer (BF), SGA&CD, Karachi submitted report dated 09.01.2024 that Sanction order dated 19.12.2023 has been issued in favour of Mst. Shazia Khan, the complainant.

6. The complainant informed vide letter dated 06.06.2024 that she has received all admissible service dues including Group Insurance except appointment of her son against deceased quota.

Findings

7. On the intervention of this Institution, the grievance of the complainant have been redressed by the Agency.

Decision

8. 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 as redressed.

Given under my hand and seal of the office



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(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 11th December, 2024