



DECISION

Complaint No.	:	POS/4111/2023/KM/KW
Name and address of the complainant	:	Mst. Saeeda Bibi R/o H. No. 50 KESC NO. 2439, Sector 10 Afridi Colony Orangi Town Karachi.
Name of the Agency Complained against	:	Sindh Workers Welfare Board (SWWB) Karachi
Name & Designation of Investigating Officer	:	Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).
Vetted by	:	Mr. Muhammad Naseer Jamali, Advisor-N
Subject	:	<u>COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF DEATH GRANT COMPENSATION TO THE COMPLAINANT.</u>

COMPLAINT

The online complaint dated 24.05.2023 was forwarded to this Institution by the Additional Registrar, Wafaqi Mohtasib's Secretariat Karachi. The complainant has stated that her late husband, Baz Khan was a secured worker of Labour department who passed away in April-2022 but the death grant compensation has not been paid to her by the Sindh Workers Welfare Board. Aggrieved by this, she solicited 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 up to date) after receiving mandatory Affidavit on Form 'A' and other relevant documents and by condoning the delay.
3. This office issued a notice dated 31.07.2023 to the Director General, Labour Department Karachi for report, followed by reminders. The Law Officer, SWWB Karachi informed vide letter dated 13.09.2024 that the case of the complainant has been placed before the Scrutiny Committee for decision. Subsequently, the Director Welfare-II, SWWB Karachi informed vide letter dated 26.05.2025 that late Baz Kahn, the deceased husband of the complainant was working at Pakistan Beverages Ltd, Karachi. The Scrutiny Committee in its meeting dated 20.05.2025 has approved the death grant compensation and the amount will be transferred in the bank account of the complainant.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 23.07.2025, who in response confirmed vide letter dated 28.07.2025 that the death grant compensation has been paid to her on the intervention of this Institution.

FINDINGS

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

6. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the instant 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 29th August, 2025

