



## **DECISION**

**Complaint No.** : POS/7501/2023/HYD/438

**Name and address of the complainant** : Mr. Imtiaz Ali s/o Late Ghulam Qadir  
R/o Village Shah Baig Lund, Taluka Tando Mari,  
District Tando Allahyar.

**Name of the Agency Complained against** : School Education & Literacy Department, Government of Sindh.

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

**Vetted by** : **Muhammad Naseer Jamali, Advisor-N**

**Subject** : COMPLAINT AGAINST SCHOOL EDUCATION  
DEPARTMENT ALLEGING INORDINATE DELAY IN  
PAYMENT OF FINANCIAL ASSISTANCE IN RESPECT OF  
DECEASED FATHER OF THE COMPLAINANT

### **Complaint**

Mr. Imtiaz Ali filed an online complaint dated 06.09.2023 wherein he stated that his late father, Ghulam Qadir was working as Primary School Teacher (BPS-16) in School Education Department. He was posted at Govt Boys Primary School Abdul Latif Thebo, Taluka Jhando Mari, District Tando Allahyar who expired during service on 25.05.2019 but the amount of Financial Assistance has not been paid by the agency. Aggrieved by that, he 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) after receiving mandatory Affidavit on Form "A" and other relevant documents and after condoning the delay.
3. This office issued notice dated 17.10.2023 to the Secretary, School Education & Literacy Department, Government of Sindh, Karachi for report, followed by a hearing notice. The Section Officer (Financial Assistance) School Education & Literacy Department, Karachi informed vide letter dated 13.12.2023 that the case of Financial Assistance of the complainant has been received on 05.06.2023 and the same will be processed as per FIFO policy.
4. The District Education Officer (Primary), Tando Allahyar informed vide letter dated 21.11.2024 that a cheque dated 14.11.2024 for payment of Financial Assistance, amounting to Rs.1,500,000/- has been issued in favour of Mst. Zareena Wd/o. Ghulam Qadir and grievance of the complainant has been redressed.
5. The complainant sent a letter dated 14.01.2025 wherein he confirmed that the amount of Financial Assistance has been received. He extended thanks to this Institution on redressal of his grievance.

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(2)

**Findings**

6. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

**Decision**

7. 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**

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

**Karachi, dated 4<sup>th</sup> February, 2025**

