



DECISION

Complaint No. : POS/ROM/146/2024/RM-133

Name and address of the complainant : Mst. Zarina wd/o. Ghulam Mustafa
R/o. Sonna Urea Godwn Satellite Town,
Mirpurkhas.

Name of the Agency Complained against : Managing Director, Sindh Small Industries Corporation (SSIC)

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

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

Subject : COMPLAINT AGAINST SINDH SMALL INDUSTRIES CORPORATION ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT

Complaint

Mst. Zarina filed a complaint dated 23.09.2024 wherein she stated that her late husband, Ghulam Mustafa was working as Pump Operator in Sindh Small Industries Corporation (SSIC) Mirpurkhas who expired on 04-07-2023 during service. She approached the agency for payment of service dues and restoration of family pension but to no avail. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 25.09.2024 to the Managing Director, Sindh Small Industries Corporation (SSIC) Karachi for report. The Joint Director (Finance) Sindh Small Industries Corporation (SSIC) Karachi informed vide letter dated 12.12.2024 that the financial position of Sindh Small Industries Corporation (SSIC) is weak and she will be paid admissible service dues on release of funds by the Finance Department.
4. The case was heard on 17.03.2025, attended by Director, Sindh Small Industries Corporation (SSIC) who informed that Group Insurance is not applicable in the matter as no such policy has been adopted by Sindh Small Industries Corporation (SSIC). However, outstanding service dues of deceased Ghulam Mustafa ex-pump operator have been worked to be Rs.2,518,419/- and will be cleared on receipt of the grant in aid from the Finance Department. Later-on, the grant in aid was released by the Finance Department vide letter dated 08.04.2025 to the Sindh Small Industries Corporation (SSIC) to clear the liabilities. Subsequently the complainant Mst. Zarina appeared before Investigating Officer Mirpurkhas on 21.05.2025 when she confirmed the receipt of total outstanding service dues through her bank account.

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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 and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



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

Karachi, dated 12th June, 2025

