



DECISION

Complaint No. : POS/2335/2023/HYD/178

Name and address of the complainant : Mst. Fozia Jabeen Kazmi wd/o. Syed Akhlaque Ali Kazmi, R/o. House No. 423/C-01, Unit No. 08, Latifabad, Hyderabad.

Name of the Agency Complained against : Agriculture 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 AGRICULTURE DEPARTMENT ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT

Complaint

Mst. Fozia Jabeen Kazmi filed a complaint dated 08.03.2023 wherein she stated that her late husband, Syed Akhlaque Ali Kazmi was Deputy Director, Agriculture Department, Hyderabad who expired during service on 12.05.2021. She approached the department for payment of service dues i.e. Financial Assistance, Financial Compensation (Covid-19), Group Insurance Claim and Aid out of Benevolent Fund but the same have not been paid to her. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 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. During the investigation, the following service dues have been paid to the complainant.

S.No	Grievance	Report of Agency
01	Financial Assistance	The Financial Assistance amounting to Rs.2,400,000/- has been paid vide cheque dated 19.06.2023.
02	Financial Compensation (Covid-19)	The Director Agriculture Extension Hyderabad Division vide report dated 14.04.2023 informed that cheque No.4859534 dated 06.04.2023 amounting to Rs.1,000,000/- has been handed over to the complainant.
03	Group Insurance	The Deputy Manager, State Life Karachi vide letter dated 31.05.2023 informed that Group Insurance claim amounting to Rs.2,187,500/- has been paid vide cheque No.8887853 dated 26.05.2023
04	Aid out of Benevolent Fund	The Administrative Officer, B.F, Provincial Board of Management, SGA&CD, GOS, Karachi vide letter dated 02.07.2024 informed that aid of the B.F has been sanctioned an amount of Rs.79,113/- has been credited in the bank account of the complainant for period from 12.05.2021 to 31.12.2023.

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4. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 09.07.2024 and filed a written statement that she has been paid admissible service dues. She extended thanks to this Institution and requested to close further proceedings on her complaint.

Findings

5. On the intervention of this Institution, the grievance of 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 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 10th January, 2025

