



DECISION

Complaint No.	:	POS/3585/2019/KM/KW
Name and address of the complainant	:	Mr. Muhammad Manazir Kamal R/o. House No. 164/165, Sector Sir Syed Colony, Orangi Town, Karachi.
Name of the Agency Complained against	:	District Health Officer (DHO), Korangi 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 AGAINST DISTRICT HEALTH OFFICER, KORANGI KARACHI ALLEGING FAILURE IN PAYMENT OF SERVICE DUES OF DECEASED SON OF THE COMPLAINANT.</u>

COMPLAINT

Mr. Muhammad Manazir Kamal filed a complaint dated 05.09.2019 wherein he stated that his late son, Muhammad Danish was working as Dispenser in district Korangi Karachi who was murdered on 13.06.2018. The service dues in respect of his deceased son have not been paid despite his efforts with the agency. Aggrieved by that, he 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 the mandatory affidavit on Form-A and other relevant documents and condoning the delay.

3. This office issued dated 19.09.2019 to the Director, Health Services Karachi for report, followed by reminders. The DHO Korangi issued a notice dated 18.05.2023 to the complainant and endorsed a copy to this office for submission of following documents in order to process the case for payment of service dues:

- (i) Application for payment of dues.
- (ii) Death Certificate issued by Nadra
- (iii) Heirship certificate issued by concerned Deputy commissioner.
- (iv) CNIC copies of legal heirs.
- (v) Obituary issued by Director Health Services Karachi Division.
- (vi) Family Registration Certificate issued by Nadra
- (vii) Two recent passport size photograph
- (viii) copy of cheque leaf.
- (ix) CNIC of deceased.
- (x) Any other documents.

4. The DHO Korangi also issued a notice to the complainant for submission of bank statement of Danish, the deceased employee. Subsequently, DHO Korangi informed vide letter dated 20.08.2024 that the deceased employee, Muhammad Danish had expired on 13.06.2018 but the salary was credited in his bank account upto November-2022, amounting to Rs. 2,338,322/- for the period from 13.06.2018 to Nov, 2022 (after death). During this period, an amount of Rs. 357, 532/- was drawn from his bank account after his death. The complainant should be advised to deposit the amount in govt. treasury through challan which was transferred in the bank account of deceased after his death on 13.06.2018. This office advised the complainant vide letter dated 07.10.2024 for doing the needful who in response informed that he is not in a position to deposit so much amount in govt. treasury.

FINDINGS:

5. The investigation of the complaint established maladministration against the DHO Korangi and his staff for their failure to stop the salary of deceased Muhammad Danish (Dispenser) who was murdered on 13.06.2018 but his salary was continuously transferred in his bank account upto November-2022 due to negligence of the agency.

DECISION

6. In view of the above and in the exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended to date), I, hereby direct the Secretary, Health Department, Government of Sindh to order an enquiry against District Health Officer, District Korangi and other delinquent officials, and initiate disciplinary proceedings against them as per law (ii) The admissible service dues of the deceased employee should be calculated and reconciled properly and remaining amount if any, should be paid to the legal heirs under intimation to this office within 60 days of receipt of this decision.

Given under my hand and seal of the office

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

Karachi, dated; 29th January, 2025

