



## **DECISION**

**Complaint No.** : POS/19/ROJ-19(JBD)/2025

**Name and address of the complainant** : Mst. Allah Dini widow of Late Muhammad Umar Soomro, r/o village Ahmed Mian Soomro, Taluka and District Jacobabad.

**Name of the Agency Complained against** : i) Health Department  
ii) Finance Department

**Name & Designation of Investigating Officer** : Mr. Zahid Hussain Buriro  
Director Regional Office Jacobabad

**Vetted by** : Mir Hussain Ali Advisor M

**Subject** : COMPLAINT REGARDING DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT IN RESPECT OF HER LATE HUSBAND

### **Complaint:**

Mst. Allah Dini filed her complaint dated 13.1.2025 against the District Health Officer, Jacobabad and the District Accounts Officer, Jacobabad regarding delay in payment of service dues in respect of her late husband who had served as Naib Qasid in Health Department Jacobabad and expired on 24.5.2024 during service. She therefore requested this Institution to intervene in the matter.

### **Proceedings:**

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, were referred to the concerned agencies for comments. In response, the District Health Officer, Jacobabad vide his office letter dated 27.2.2025 reported that the complainant's husband Mr. Muhammad Umar, Naib Qasid, died last year, and he further stated that Mst. Allah Dini is the second wife of the late Muhammad Umar, whereas the deceased's first wife has sons and daughters also. Subsequently, the District Health Officer, Jacobabad vide his office letter dated 24.4.2025 reported that the family pension papers in respect of late Muhammad Umar s/o Muhammad Usman Soomro, ex-Naib Qasid has been submitted by his son Mr. Sabir Ali in the District Accounts Office Jacobabad. He further added that the complainant may be directed to approach the District Accounts Office, Jacobabad. The District Accounts Officer, Jacobabad vide his office letter dated 12.5.2025 reported that the DCS (monthly pension) has been computerized by his office and the monthly pension will be drawn in the next month. He enclosed copy of SAP report of the same as evidence.

4. The report of the Agency dated 12.5.2025 was sent to the complainant for rejoinder, who appeared before the Investigating Officer on 9-7-2025 and submitted her statement in which she acknowledged that she has received an amount of Rs.1,300,000/- out of Rs.2,020,000/-. She further stated that the District Accounts Officer, Jacobabad has assured her that remaining amount of Rs.720, 000/- will be cleared by July 2025. She expressed satisfaction and stated that further action on her complaint be stopped, as her grievance has been resolved.

### **Findings:**

3. I have examined the proceedings of the case, which clearly indicate that the grievance of the complainant has been redressed, which is also confirmed by the complainant herself.

### **Decision:**

4. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

"Given under my hand and seal of office"



**Sd/-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 13<sup>th</sup> October, 2025