



DECISION

Complaint No. : POS/54/HYD/2025

Name and address of the complainant : Mrs. Naseem Khatoon wd/o Muhammad Usman
Lodhi, R/o H.No.A-2, Education Colony,
Hyderabad

Name of the Agency Complained against : Director, School Education Department (ES&HS) Hyderabad.

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,
Regional Office, Hyderabad.

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

Subject :

COMPLAINT AGAINST DIRECTOR SCHOOL EDUCATION
DEPARTMENT ALLEGING UNJUSTIFIED CANCELLATION
OF ALLOTMENT OF RESIDENTIAL QUARTER TO THE
COMPLAINANT

Complaint

Mrs. Naseem Khatoon filed a complaint dated 27.01.2025 wherein she stated that her late husband, Muhammad Usman Lodhi was working as Deputy District Education Officer (ES&HS), Hyderabad and died during service on 14.11.2024. She is in iddat period and her children are of minor age but the Director, School Education Hyderabad has allotted the said quarter to another employee and she cannot vacate the quarter being in iddat period. Being aggrieved, she approached this Institution for cancellation of allotment order.

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.
3. This office issued a notice dated 12.02.2025 to the Director, School Education (ES&HS) Hyderabad Region for report. In response, the Litigation Officer, Director, School Education (Es&Hs) Hyderabad informed vide letter dated 18.02.2025 that allotment order of quarter No.A2, Education Colony Hyderabad has been withdrawn in favour of deceased employee (husband of complainant) on humanitarian grounds and enclosed the copy of order as an evidence.
4. The complainant vide her rejoinder dated 03.03.2025 requested that allotment order may be issued in her favour for 5 years i.e. upto the age of superannuation date of her deceased husband.
5. The case was heard on 10.04.2025, attended by Focal Person, Director, School Education (ES&HS) Hyderabad and brother of the complainant. The Focal Person informed that the quarter allotted to the deceased husband of the complainant will remain under her (complainant) possession till 09.06.2029 (date of retirement / superannuation). The complainant submitted her statement dated 10.04.2025 showing satisfaction on redressal of her grievance and extended thanks to this Institution.

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Findings

6. On the intervention of this Institution, grievance of the 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 stands 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 3rd July, 2025

