



## **DECISION**

**Complaint No.** : i) POS/4636/2023/NWS-121.  
ii) POS/4229/2024/NWS-86.

**Name and address of the complainant** : Mst. Darya Khatoon wd/o Abdul Malik Unar, R/o. Village Hussain Unar, 13 Dad, Taluka Nawabshah, District Shaheed Benazirabad.

**Name of the Agency Complained against** : DAO SBA / School Education.

**Name & Designation of Investigating Officer** : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

**Vetted by** : Syed Ali Mumtaz Zaidi, (PAS).  
Advisor-F.

**Subject** :

### **DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT.**

#### **THE COMPLAINT:**

Mst. Darya Khatoon filed a complaint dated 20.06.2023 and another online complaint on 07.09.2024 wherein she stated that her husband was a Primary School Teacher in Education Department and passed away while in service on 21.05.2021. The payments of dues towards LPR, Gratuity and Financial Assistant in respect of her deceased husband had not yet been made by the concerned Agencies. Aggrieved by that, she 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 of required Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice to the District Accounts Officer, Shaheed Benazirabad dated 31.07.2023 for report. In response he informed vide letter dated 04.09.2023 that payment of Gratuity Rs.1,322,439/- has been disbursed to the complainant. However, payment of LPR is pending due to non-availability of funds.

4. The matter was again taken up with the District Accounts Officer, Shaheed Benazirabad vide letter dated 26.09.2023 for report. Meanwhile the complainant appeared on 17.10.2023 and confirmed the receipt of payment of Gratuity amounting to Rs.1,322,439/- and payment of LPR amounting to Rs.591,720/- vide written statement dated 17.10.2023.



5. Moreover, in order to resolve the issue of the Financial Assistance, the matter was referred to the Secretary, School Education and Literacy Department, Government of Sindh, Karachi vide letter dated 11.03.2024 followed by multiple reminders. In response, the Section Officer (F.A), School Education and Literacy Department Karachi informed vide letter dated 27.11.2024 that case of Financial Assistance of complainant's Husband namely Abdul Malik Unar (Late), Ex-PST has been included in the 3<sup>rd</sup> Quarter of Budget (2024-25) and Order will be issued by 30<sup>th</sup> January, 2025.

6. Complainant appeared before the Investigation Officer, Shaheed Benazirabad on 10.12.2024 and filed written statement confirming Agency's Reports.

**FINDINGS:**

7. On the intervention of this Institution, dues have been paid to the complainant by the Agency and her grievance stands redressed.

**DECISION:**

8. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

9. This also disposes of the same complaint received from same complainant registered separately vide No. POS/4229/2024/NWS-86, on the above lines.

*Given under my hand and seal of office*



**Sd /-**

**(MUHAMMAD SOHAIL RAJPUT)**

**Sitara-e-Imtiaz. PAS**

**Ombudsman Sindh**

Karachi, dated 06<sup>th</sup> January, 2025