



## **DECISION**

Complaint No. :

POS/569/2021/K-06

Name and address  
of the complainant :

Mst. Rizwana wd/o. Abdul Wahab,  
R/o Flat No. 401, Jaddah Center, 4<sup>th</sup> Floor,  
Near Atrium Mall, Saddar, Karachi.

Name of the Agency  
complained against :

i. Accountant General Sindh, Karachi  
ii. Health Department

Name & Designation of  
Investigating Officer :

Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject :-

### **ALLEGED NON-PAYMENT OF LEGITIMATE SHARE OF PENSIONARY BENEFITS TO THE COMPLAINANT.**

#### **COMPLAINT**

Mst. Rizwana wd/o. Late Abdul Wahab, Ex-Chowkidar of Dr. Ruth K.M. Pfau, Civil Hospital, Karachi, filed a complaint on 01.02.2021 and alleged that she has not been paid the legitimate share of pensionary benefits of her husband who died on 13.12.2012. She stated therein that though the first wife of the deceased was divorced before the deceased married her but the children of the first wife are getting more monthly pension than her. Currently, she gets Rs.7568/- as monthly pension. She further alleged that the entire commutation amount of Rs.417,063/- was paid to the children from the first wife but she did not get any share out of it. She further stated that the son of the divorcee was appointed against the deceased quota but she was deprived of that despite being eligible. Being aggrieved, she solicited our intervention to resolve her problems.

#### **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 upto date), and the reports were called from A.G, Sindh and Secretary, Health Department vide this office letter dated: 15.02.2021 followed by reminder dated: 16.03.2021. In response, the Accounts Officer, Office of A.G, Sindh vide this office letter dated: 30.03.2021 informed that according to Pension Rules, 60% of the monthly pension is paid to the children of deceased from the first wife and 40% is being paid to the complainant. He further stated that erroneously the entire amount of commuted pension was paid to the children of first wife but nothing was paid to the complainant. The leave encashment bill of the deceased is still pending with Medical Superintendent, Dr. Ruth K.M. Pfau, Civil Hospital, Karachi. He is therefore, directed to submit the bill to A.G, Sindh after deduction of the excess payment made to the children of the first wife. Simultaneously, the Medical Superintendent, Dr. Ruth K.M Pfau, Civil Hospital vide his letter dated: 20.04.2021 informed that the deceased had two wives, both having same names, first wife's name is Mst. Rizwana D/o. Muhammad Umer Siddiqui and second wife's name is Mst. Rizwana D/o. Tahir Hussain (the complainant). According to Pension Rules, the A.G, Sindh has distributed pension to the legal heirs and in accordance with his directive the excess amount of commutation paid to the children will be remitted to A.G, Sindh



for payment to the complainant. As regards, her claim for appointment against the deceased quota, the Health Department after seeking SGA&CD's advice ruled that the complainant is not eligible for appointment against the deceased quota and the son of the deceased has been rightly employed.

3. To resolve the issue after prolonged correspondence, the matter was fixed for hearing on 03.07.2025 which was attended by the Assistant Accounts Officer of A.G, Sindh who assured that as soon as the required bill is submitted to them the same will be paid to her. However, none from the Civil Hospital administration appeared. Currently, due to increase of her share to 66.6%, the complainant is getting monthly pension of Rs.12,671/-.

#### **FINDINGS**

4. The payment of the complainant's commuted share has not been made to her due to non-cooperation of Medical Superintendent, Dr. Ruth K.M Pfau, Civil Hospital, Karachi which is not justifiable.

#### **DECISION**

5. In view of the above, I in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, (amended upto date), *do hereby direct the Medical Superintendent, Dr. Ruth K.M Pfau, Civil Hospital, Karachi to ensure the payment of complainant's share out of the leave encashment amount through A.G, Sindh.*

6. Compliance to the above should be reported inside **45 days**, herein of.

*Given under my hand and seal of office.*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated; **7th** August, 2025