



## **DECISION**

Complaint No. :

POS/5451/KE-494/24

Name and Address  
of the Complainant :

Mst. Bilqees, R/o. House No. A-45, Juman Bazar, Phase-II, Gulshan-e-Hadeed, Bin Qasim, Malir, Karachi.

Name of the Agency  
Complained against :

School Education & Literacy Department

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT REGARDING NON-PAYMENT  
OF OUTSTANDING SERVICE DUES  
AMOUNTING TO RS. 22,00,000/- TOWARDS  
FINANCIAL ASSISTANCE IN RESPECT OF  
DECEASED HUSBAND OF THE  
COMPLAINANT.**

### **THE COMPLAINT**

Mst. Bilqees in her complaint dated 18.11.2024 stated that her deceased husband Ghulam Asghar, Ex-Drawing Teacher (BPS-15), Govt. Boys Secondary School, Port Qasim, district Malir, Karachi passed away on 05.06.2020 while in service. The complainant alleged that according to an undertaking dated 17.05.2022 the claim of Financial Assistance was prepared for Rs. 22,00,000/- but concerned section of Education Department was issuing cheque for Rs. 12,00,000/- only which the complainant refused and requested this office to direct the concerned department to release actual dues amounting to Rs. 22,00,000/- only.

### **PROCEEDINGS**

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency, but it failed to furnish any report despite issuance of letters / reminders and call up notices.

3. Accordingly, Investigating Officer fixed the case for hearing on 09.04.2025 which was attended by Mr. Muhammad Saleem Usmani, Assistant/Focal Person and Mr. Waseem Akhtar Dealing Assistant, Directorate of School Education Elementary, Secondary and Higher Secondary Education, Karachi. They furnished copy of notification dated 01.01.2018 issued by the Finance Department, Government of Sindh according to which the Financial Assistance package for BS-15 employees is Rs. 12,00,000/- (and not for Rs. 22,00,000/- as presumed by complainant).

(2)

## FINDINGS

4. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The Agency has already issued sanction order dated 29.10.2024 in favour of complainant on account of Financial Assistance for Rs. 12,00,000/- in pursuance of package notified vide letter 01.01.2018 by the Finance Department, Government of Sindh.
- ii. No case of mal-administration has been established on part of the Agency.

## CONCLUSION

5. In view of the above, the complaint is disposed of as rejected.

*Given under my hand and seal of the office*

Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 16-06-, 2025

