



## **DECISION**

POS/4126/2020/KC

Complaint No. :

Name and address  
of the complainant :

Syed Manzar Hussain Zaidi,  
R/o. Flat No. 51, 3<sup>rd</sup> Floor Meena Bazar, Karimabad, F.B.  
Area, Karachi.

Name of the Agency  
complained against :

Police Department

Name & Designation of  
Investigating Officer :

Mr. Iqbal Nafees Khan  
Regional Director, Karachi Central.

Subject :-

**INORDINATE DELAY IN PAYMENT OF SERVICE DUES  
TO THE COMPLAINANT IN RESPECT OF HIS  
DECEASED BROTHER**

### **COMPLAINT**

Mr. Syed Manzar Hussain Zaidi lodged a complaint on 19.10.2020, stating that his brother, Police Constable (PC) Syed Azhar Hussain, had passed away during service in a road accident on 11.12.2014. He reported that due to the misplacement of the deceased's Service Book, service dues including Financial Assistance, Group Insurance, and Gratuity, had not been paid. He therefore requested the intervention of this office to resolve the issue.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), after condonation of delay and upon the complainant's submission of an affidavit in Form "A." The matter was accordingly referred to the concerned Agency.
3. Following prolonged correspondence and multiple hearings, the Additional Inspector General of Police (ADIGP), Establishment, Karachi Range, informed vide letter dated 18.01.2023 that the Service Book of the deceased had been recovered and forwarded to the Senior Superintendent of Police (SSP), District East, Karachi, for further processing of service-related dues.
4. Subsequently, the SSP, District East, Karachi, through letter dated 18.01.2023, requested the complainant to provide the original CNIC of the deceased constable, along with the Heirship Certificate and Succession Certificate, to enable processing of the case. The complainant was accordingly directed to submit the requisite documents.
5. Through a subsequent letter dated 04.11.2024, the SSP, District East, Karachi, reported that all service dues, including Group Insurance, had been disbursed to the beneficiaries of the deceased. A copy of a receipt confirming the complainant's acknowledgment of having received Rs. 300,000 as financial assistance was enclosed with the Agency's report.
6. The Agency's report was forwarded to the complainant for comments; however, no response was received. Upon follow-up via phone call on 25.06.2025, the complainant intimated that all dues except General Provident (G.P) Fund had been received.

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7. Later on the complainant submitted a letter on 26.06.2025 wherein he stated that all the dues except G.P. Fund have been paid to him. He added that AG Sindh, Karachi has prepared the bill of G.P. Fund in the name of his deceased brother, whereas it should have been issued in his (Complainant) name. He has requested for the issuance of the same in the name of legal heir. He also furnished a copy of "G.P. Fund Payment Authority" issued by the Accounts Officer (PF-I), office of the A.G. Sindh, Karachi in the name of the deceased employee.

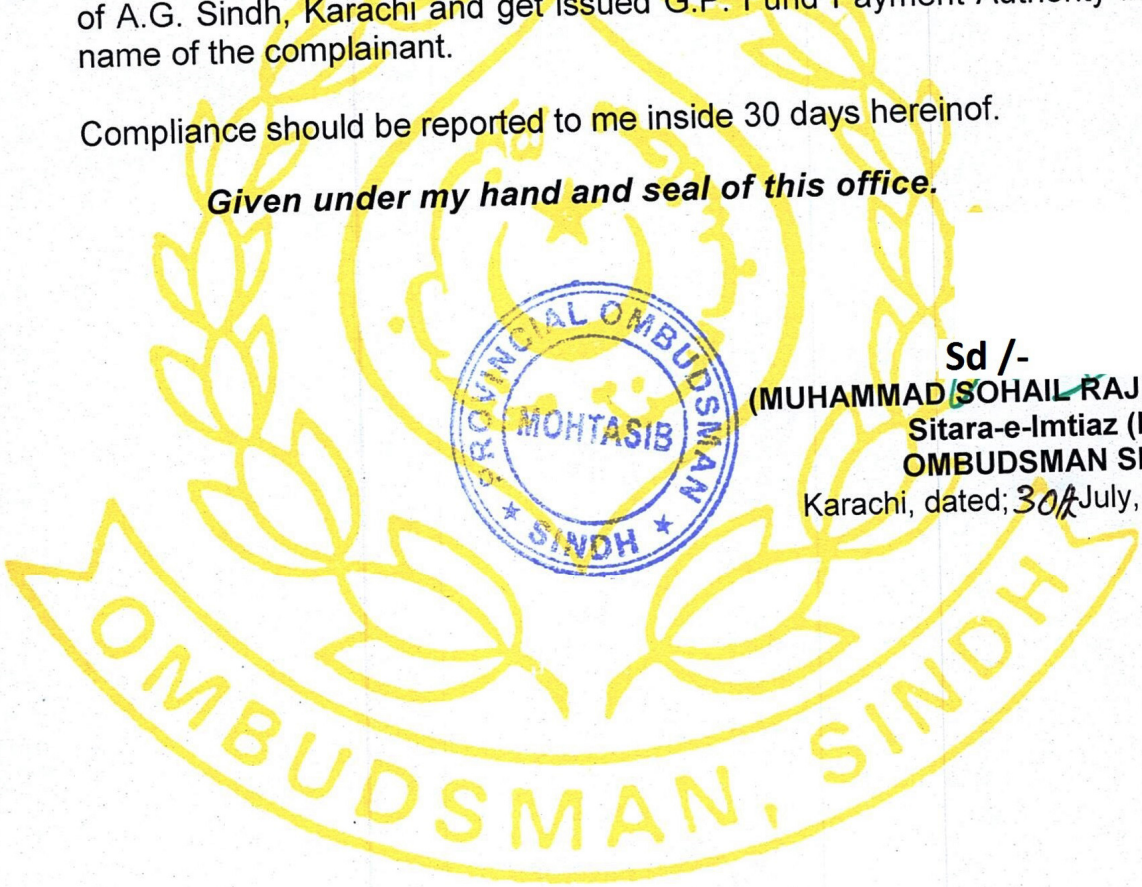
#### **FINDINGS:**

8. Issuance of G.P. Fund Payment Authority in the name of complainant's deceased brother Syed Azhar Hussain will not serve the purpose. It should have been issued in the name of the legal heir i.e. Syed Manzar Hussain Zaidi (Complainant).

#### **DECISION**

9. I, in exercise of powers conferred upon me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), hereby direct the Senior Superintendent of Police (SSP), District East, Karachi to take up the matter with the concerned officer of A.G. Sindh, Karachi and get issued G.P. Fund Payment Authority in the name of the complainant.
10. Compliance should be reported to me inside 30 days hereinafter.

***Given under my hand and seal of this office.***



Sd /-  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz (PAS)  
OMBUDSMAN SINDH  
Karachi, dated; 30<sup>th</sup> July, 2025