



## **DECISION**

Complaint No.	:	POS/RN/107/2019/NWS-67.
Name and address of the complainant	:	Mst. Dadly wd/o Khuda Bux, R/o Village Ghulam Hyder Bhutto, Taluka Sakrand, District Shaheed Benazirabad.
Name of the Agency Complained against	:	Forest Department.
Name & Designation of Investigating Officer	:	Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.
Vetted by	:	Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.
Subject	:	<b><u>DELAY IN PAYMENT OF THE SERVICE DUES TO THE WIDOW WHOSE HUSBAND WAS EMPLOYEE IN FOREST DEPARTMENT AND DIED WHILE IN SERVICE.</u></b>

### **THE COMPLAINT:**

Mst. Dadly filed a complaint dated 24.06.2019 wherein she stated that her husband namely Khuda Bux had been serving as Jamadar in Forest Department and died during service on 02.10.2018. She had completed all requisite documentation for the payment of Financial Assistance, G.P Fund, Pension and Group Insurance Claim and submitted to the District Forest Office, Shaheed Benazirabad but same have not yet been paid to her. 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 required Affidavit on Form "A", copy of CNIC and by condoning the delay.

3. This office issued notice to the District Forest Officer, Shaheed Benazirabad for report dated 10.07.2019. In response, he informed vide letter dated 16.07.2019 that (365) days service death leave and final payment of G.P. Fund have been made to complainant and family pension papers have been sent to the Budget & Accounts Officer (Forest) Sindh, Hyderabad.

4. The matter was taken up with the Budget & Accounts Officer, (Forest) Sindh at Hyderabad vide letter dated 16.12.2019 for a further report into the matter. In response,

he informed vide letter dated 01.01.2020 that the complainant has been drawing her monthly pension through Direct Credit System (DCS) from the Forest Department.

5. The Agency's Report was sent to the complainant vide letter dated 08.02.2020 for rejoinder. In response, the complainant informed vide her application dated 08.02.2021 that pension is being paid to her besides, G.P. Fund and 12 months' salary has also been paid. However Group Insurance and Financial Assistant claims are outstanding.

6. In order to clear remaining outstanding dues of Group Insurance and Financial Assistance, the matter was taken up with the Deputy Manager, State Life Insurance Corporation of Pakistan and the Secretary Forest & Wildlife Department Sindh, Karachi vide letter dated 16.03.2021. In response, the Section Officer-II/DDO Forest & Wildlife Department, Sindh informed that vide sanctioned Order dated 16.03.2022, Financial Assistance amounting to Rs.900,000/- in favour of Muhammad Paryal being legal heir of complainant and guardian of minors and to elder sister Miss. Saliha d/o late Khuda Bux stands paid.

7. Mr. Muhammad Paryal Nonari (legal heir of complainant) vide his statement dated 25.04.2022 confirmed the receipt of the payment of Rs.900,000/- as Financial Assistance. He also informed about the death of his mother Mst. Dadly (complainant).

8. In order to redress the grievance of the complainant regarding Group Insurance, a series of correspondence done with Deputy Manager, State Life Insurance Corporation of Pakistan. Finally, he informed vide his letter dated 17.12.2024 that cheque bearing No.14445324 dated 16.12.2024 of Rs.58,313/- and a cheque No.14445323 dated 16.12.2024 of Rs.291,687/- in respect of death claim of late Khuda Bux have been sent to concerned department.

9. The copy of Agency's Report was shared with the son of the complainant through Whatsapp, who in response appeared before the Investigation Officer, Shaheed Benazirabad on 20.12.2024 and filed a written statement confirming that all dues have been paid to him and to his elder sister alongwith his late mother, as per share formula, on the intervention of this Institution.

#### **FINDINGS:**

10. On the intervention of this Institution, all service dues have been paid to the complainant and her legal heirs (after death of the complainant) and complaint stands redressed.

**DECISION:**

11. 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.

*Given under my hand and seal of office*



Sd /-

(MUHAMMAD SOHAIL RAJPUT)  
*Sitara-e-Imtiaz. PAS*  
Ombudsman Sindh

Karachi, dated 14th January, 2025

