



OMBUDSMAN (محاسب) SECRETARIAT, GOVERNMENT
OF KHYBER PAKHTUNKHWA

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/931/05/2023.
2	NAME & ADDRESS OF THE COMPLAINANT	Ms. Samina Bibi wd/o Khan Muhammad Qureshi through Hussain Ahmad Shah r/o Bozai Khel Doud Shah Bannu.
3	NAME OF THE AGENCY COMPLAINED AGAINST	1) Secretary, Health Department, Khyber Pakhtunkhwa, Peshawar. 2) Director General, Health and Services, Khyber Pakhtunkhwa, Peshawar. 3) District Health Officer (DHO), Karak. 4) District Health Officer (DHO), Bannu. 5) Hospital Director, District HeadQuarter Hospital, District Bannu.
4	NAME OF THE INVESTIGATION OFFICER	Shabana Gul, Director-II
5	SUBJECT OF COMPLAINT	Request for Appointment against Deceased Employee's Children Quota, Death Grant and Financial Assistant.
6	DATE OF REGISTRATION	09/05/2023
7	DATE OF FINDINGS	25/09/2024

THE COMPLAINT

Ms. Samina Bibi through Hussain Ahmad Shah r/o District Bannu instituted the instant complaint stating that her husband was served as Surgical (BPS-12) in Health Department District Karak and died during service on 10/06/2022. After the demise of her husband, she approached to the District Health Office Karak for appointment against Deceased Employees Children Quota, Death Grant and Financial Assistance but all in vain. She requested this Forum for redressal of her grievance.

REPLY OF THE AGENCY

Notices under Section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Secretary to Government of Khyber Pakhtunkhwa, Health Department, Director General, Health Services Peshawar, District Health Officer Karak & Bannu and Hospital Director, District Headquarter Hospital, District Bannu to meet the allegations contained in the complaint and submit written reply including rebuttal, if any. In response, Medical Superintendent, DHQ Hospital Karak informed that her grievances regarding financial assistance & retirement grant has been sent to the competent authority of Health Department, her grievance of financial Assistance & retirement grant redressed on the spot, so far as appointment under 100% Deceased Employee's Children Quota was concerned, there was only one post of Mali and one post of sweeper, though she was not eligible for these two vacant posts being a woman, however as evident from her written statement taken on file, she was not ready to serve at District Karak due to the reason enumerated in her statement dated 27/05/2023 that she belongs to District Bannu & having small children. In this connection, she is agreed & wished that it would be better if she is appointed against any Class-IV post under 100% Deceased Employee Children



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Quota either at M.S DHQ Hospital Bannu or DHO Bannu she will easily perform her duty and better manage her domestic affairs smoothly.

REJOINDER

Reply of the Agency was shared with complainant for her feedback / rejoinder. In response, she reiterated over stance of the Agency

HEARING

Due to divergent stance of both the parties, hearing was fixed on 30/11/2023. Mr. Ihsan Ullah Khan (Litigation Officer) attended this office and stated that her husband was a Civil Servant and worked under the control of Health Department but DHQ Bannu is working under MTI reforms Act, 2015 and cannot hire Civil Servants being there services are governed under MTI Act having contractual services.

FINDINGS

During the course of investigation in the instant complaint, complainant telephonically informed that her name has been included in waiting list of Deceased Employee's Children Quota at S.No. 04 by the District Health Officer Bannu. She thanked this Forum for redressal of her grievance. Investigation in the instant complaint is closed having born fruit in terms of Regulation 10(2) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.


SYED JAMALUD DIN SHAH
PROVINCIAL OMBUDSMAN.

25.9.2024