



## **DECISION**

**Complaint No.** : POS/3044/2024/Adv-M

**Name and address of the complainant** : Mr. Muhammad Faizan Aslam and Brothers, AA-34, Hunaid City Gulistan-e-Jouhar, Karachi.

**Name of the Agency Complained against** : Karachi Metropolitan Corporation

**Name & Designation of Investigating Officer** : Mir Hussain Ali Advisor-M

**Vetted by** :

**Subject** : DELAY IN PAYMENT OF DUES TOWARDS GRATUITY IN RESPECT OF MOTHER OF THE COMPLAINANT.

### **Complaint:**

Mr. Muhammad Faizan Aslam and his brothers filed their complaint dated 20<sup>th</sup> June, 2024, against the Karachi Metropolitan Corporation, as gratuity in respect of their mother Mst. Najma Aslam, Primary School Teacher, who retired on 14<sup>th</sup> May, 2021 and subsequently expired on 18<sup>th</sup> May, 2021 was not being paid. He had therefore prayed for intervention of this Institution in the matter.

### **Proceedings:**

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 was referred to the Financial Advisor and Director (Welfare), Karachi Metropolitan Corporation, for report.

3. Meanwhile, the complainant Mr. Muhammad Faizan Aslam submitted in writing on 12<sup>th</sup> June, 2025 that the Karachi Metropolitan Corporation has cleared all dues of gratuity pertaining to his mother, and he requested that further proceedings on his complaint be stopped.

### **Findings:-**

4. I have examined the case which clearly indicates that the grievance of the complainant has been redressed by the agency as confirmed by the complainant.

### **Decision:**

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 4<sup>th</sup> July, 2025