



DECISION

Complaint No. :

POS/99/2025/KC

Name and address
of the complainant :

Syed Ghaffar Ahmed,
R/o. House No. D-1393, Gujjar Nala, Nazimabad No.02,
Karachi.

Name of the Agency
complained against :

Karachi Metropolitan Corporation (KMC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED DELAY IN PAYMENT OF FINANCIAL
ASSISTANCE AND GROUP INSURANCE TO THE
COMPLAINANT ON ACCOUNT OF HIS DECEASED
WIFE**

COMPLAINT

Mr. Syed Ghaffar Ahmed submitted a complaint on 30.06.2025 regarding the non-payment of Rs. 11,50,000/- due to him as Financial Assistance and Group Insurance following the death of his wife, Mst. Aqeela Khatoon. She was serving as a Junior School Teacher (JST-BPS-15) and passed away on 16.10.2019. The complainant sought intervention from this office for disbursement of the entitled amount by the agency.

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 condoning the delay. The matter was then referred to the concerned Agency for necessary action.
3. In compliance, the Chief Accounts Officer, Town Municipal Corporation (TMC), Mauripur, Karachi appeared before this office on 31.07.2025 and submitted four postdated cheques, including one dated 05.08.2025 for Rs.3,50,000/-, all drawn on Sindh Bank Ltd., Baldia Town Branch, Karachi. The total amount of Rs.11,50,000/- was thereby disbursed to the complainant.
4. The original cheques were handed over to the complainant on the same day, i.e., 31.07.2025. He acknowledged receipt and expressed gratitude to the office of the Provincial Ombudsman Sindh for resolving his grievance.

DECISION

5. The case stands disposed of as redressed.

Given under my hand and seal of this office.



Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH

Karachi, dated; 26th August, 2025