



DECISION

Complaint No. : POS/4990/2022/KM (W)

Name and address of the complainant : Mst. Mussarat wd/o. Muhammad Zubair Khan,
R/o. House No. 465, Sector 9-B, Baldia Town, Karachi.

Name of the Agency Complained against : Karachi Metropolitan Corporation (KMC) Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri,
Director, Regional Office, Keamari, West Karachi.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST KARACHI METROPOLITAN CORPORATION ALLEGING INORDINATE DELAY TO FINALIZE THE CASE OF UPGRADATION OF DECEASED HUSBAND OF THE COMPLAINANT.**

COMPLAINT

Mst. Mussarat filed a complaint dated 02.02.2022 wherein she stated that her late husband, Mohammad Zubair Khan was working as Sr. Leprosy Technician at Leprosy Hospital, Manghopir Karachi. Her husband had retired from service on 30.06.2015 and expired on 16.05.2016. The KMC had upgraded the post of Sr. Leprosy Technician from BPS-9 to BPS-12 in 2006 and subsequently upgraded to BPS-16 but her late husband was denied the benefit of up-grade during his life time. She approached the KMC repeatedly for fixation of pay and payment of service dues / pension etc in respect of her deceased husband for upgraded post but to no avail. Aggrieved by that, he 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 relevant documents, mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice dated 15.03.2022, to the Senior Director (Welfare), KMC, Karachi for report, followed by reminders. Finally, the Director (Internal Audit), KMC informed vide letter dated 13.03.2024 that the case regarding re-fixation of pay and payment of service dues of deceased Muhammad Zubair, ex. Sr. Leprosy Technician for up-grade in BPS-16 has been approved and advice issued to the Director (Medical & Health Services), KMC for further action.
4. The complainant informed vide letter dated 10.12.2024 that her grievance has been redressed by the agency. She expressed thanks to this Institution on redressal of her grievance.

FINDINGS

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

(02)

DECISION

6. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated **30th** June, 2025

