



DECISION

Complaint No. : POS/1971/23/NFZ-18

Name and address of the complainant : Mr. Bilawal Shah S/o Umer Shah,
R/o Ward # 2, Sattar Rajper Padidan,
Taluka & District N'Feroze

Name of the Agency Complained against : Town Committee, N'Feroze

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : INORDINATE DELAY IN THE PAYMENT OF
ARREARS OF PENSION TO THE COMPLAINANT
FOR THE PERIOD FROM JULY 2017 TO OCTOBER
2020

THE COMPLAINT

Mr. Bilawal Shah, a retired Beldar of the then Town Committee, N'Feroze filed a complaint on 09.03.2023 regarding alleged inordinate delay in the payment of his retirement dues by the TC. He stated to have approached the Town Committee, N'Feroze many times. He alleged that the Town authorities are not ready even to receive his application. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay in filing of complaint and subject to submission of mandatory Affidavit on Form 'A'. On 15.05.2023, the complainant filed Affidavit on Form 'A'. The matter was then taken up with the Chief Municipal Officer, Municipal Committee, N'Feroze on 18.05.2023 for report. On 03.08.2023, the representative of the Agency submitted an undertaking that grievance of the complainant would be redressed within one month. On 08.09.2023, representative of the Agency appeared before the Investigating Officer and submitted a report alongwith original cheque No.40550840 dated 04.09.2023 of Sindh Bank, N'Feroze for Rs.24,077/- in favour of the complainant. The said cheque was handed over to the complainant on the same day.

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3. Later on 11.09.2023, the complainant appeared and filed an application that the cheque of Rs.24,077/- was returned back due to non availability of amount in the account of TMA, N'Feroze. In order to resolve the matter, hearing was held on 26.10.2023 attended by the TMO. He submitted a report that due to ban on release of accounts by Federal Board of Revenue, he was unable to release payment of the complainant and further stated that the post of Accounts Officer was also vacant. After further correspondence, the representative of the Agency and complainant appeared before the Investigating Officer on 28.12.2023. The complainant was handed over a fresh cheque of Rs.24,077/-. He, therefore, submitted his statement in writing that on the intervention of this Institution, his grievance has been resolved. While expressing thanks he requested for closing his complaint.

DECISION

4. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of Office.



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

Karachi, dated **24~~th~~** June, 2025