



## **DECISION**

Complaint No. :

POS/3198/KE/222/2024

Name and Address  
of the Complainant :

Mr. Abdul Karim Memon, Ex-Chief Engineer / SE,  
R/o. B-25, Block-A, KDA Officers Housing Society,  
Karachi.

Name of the Agency  
Complained against :

Malir Development Authority (MDA)

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

### **DELAY IN RESTORATION OF COMMUTED PORTION OF PENSION OF THE COMPLAINANT.**

#### **THE COMPLAINT**

Mr. Abdul Karim Memon in his complaint dated 04.07.2024 stated that he retired as Chief Engineer/Superintending Engineer (BPS-19) from the Malir Development Authority on 01.01.2012. He stated that he was eligible for restoration of commuted portion of his pension having attained the age of 72 years. He stated that despite having submitted formal applications dated 16.01.2024 and 25.04.2024 to the Director (Finance & Accounts) and Director General, Malir Development Authority, respectively, requesting restoration of commuted portion of pension, as well as after providing all necessary documents and fulfilling the required codal formalities, no action has been taken by the concerned authorities. Multiple follow-ups and visits have yielded no result, and the matter remains pending. He therefore, solicited intervention of this office for redressal of his grievance.

#### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, a copy of letter from the Director General, Malir Development Authority dated 13.08.2024, addressed to the Finance Department was received. The MDA vide such letter solicited guidelines from Finance Department, Government of Sindh that ever since its establishment in 1993 the authority has not dealt any case of restoration of pension in MDA.

3. In its subsequent letter dated 19.09.2024 the Authority reported that the MDA has already written a letter to the Section Officer (SR-III), Government of Sindh, Finance Department bearing No. D.G/ MDA/2024/2769, dated 13.08.2024 and guidelines from Finance Department, were awaited.

(2)

4. In the meanwhile the complainant appeared before the Investigating Officer, on 21.11.2024 and furnished copy of letter dated 04.11.2024 issued by Finance Department, GoS, to the Director General, MDA Karachi that MDA is empowered to adopt Finance Department policy circular No. FD(SR-III)10/7-86(P) dated 07.9.2015, regarding restoration of pension for the employees/pensioners of MDA, Karachi.
5. In order to expedite the matter the Investigating Officer, fixed the case for hearing on 09.01.2025 which was attended by Mr. Muhammad Rashid, Deputy Director and Mr. Mazhar Waheed, Accounts Officer, MDA. The Agency's representative informed that they have issued office order dated 24.12.2024 for restoration of commuted portion of complainants pension and from January 2025 onwards he would receive fully restored pension. As regards the arrears of commuted portion of pension, it was informed that the same has also been worked out by the Account Section and after getting its approval from Director General the same would also be paid.
6. The Agency was constantly pursued to expedite the matter. Subsequently, the complainant appeared before the Investigating Officer, on 25.03.2025 and informed that he has received arrears of commuted portion of pension as well, on the intervention of this office. He extended gratitude to this Institution and requested to close the proceedings.

**FINDING**

7. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

**CONCLUSION**

8. In view of above, 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 23 - 04 - 2025

