



DECISION

Complaint No. : POS/7276/2022/HYD/442

Name and address of the complainant : Mrs. Mumtaz Begum d/o Moula Bux Memon
R/o Flat No: 7/A, 3rd Floor, Al-Amina Complex, Alamgir Road, Hyderabad.

Name of the Agency Complained against : Chief Municipal Officer, Municipal Committee, Shahdampur.

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST MUNICIPAL COMMITTEE SHAHDAMPUR ALLEGING INORDINATE DELAY IN PAYMENT OF PENSION TO THE COMPLAINANT FOR THE PERIOD SHE SERVED AT MUNICIPAL COMMITTEE SHAHDAMPUR

Complaint

Mrs. Mumtaz Begum filed a complaint dated 31.10.2022 wherein she stated that she had served as School Teacher under Municipal Committee Shahdampur from 1967 to 1972 (six years). After that, she was appointed as High School Teacher in 1972 in School Education Department and got retirement from service on 03.02.1998. She has not been paid the pension benefit for the period of 1967 to 1972 which she served under Municipal Committee, Shahdampur, District Sanghar. Aggrieved by that, she solicited intervention of this Institution

Proceedings

2. The case was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued a notice dated 07.12.2022 to the Chief Municipal Officer, Municipal Committee, Shahdampur District Sanghar for report, who in response forwarded her case to the Director, Local Fund Audit, Karachi vide letter dated 09.12.2022. The Director, Local Fund Audit Karachi issued letters dated 15.12.2022 and 04.10.2022 to the Chief Municipal Officer, Municipal Committee, Shahdampur to provide the copy of PPO showing the proportionate share of Municipal Committee, Shahdampur authenticated by the A.G Sindh/DAO Sanghar. The Chief Municipal Officer, Municipal Committee, Shahdampur forwarded letter dated 01.03.2024 to the A.G Sindh Karachi with a request to issue the authority for restoration of pension of the complainant.
4. The matter was taken up with A. G. Sindh vide letter dated 28.08.2024, followed by reminders. In the meantime, Chief Municipal Officer, Municipal Committee, Shahdampur informed vide letter dated 17.12.2024 that the complainant has expired on 04.08.2024 and her legal heirs may be advised to submit "Heirship Certificate" to justify the entitlement for family pension.

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5. Lastly, the son of complainant, Dara Iqbal appeared before Investigating Officer, Regional Office, Hyderabad on 26.03.2025 and filed a written statement wherein he stated that his mother has expired and the complaint may be closed.

Findings

6. The investigation of the case revealed that the case of the complainant was not finalized during her life time due to the negligence of Chief Municipal Officer, Municipal Committee Shahdadpur and Director, Local Fund Audit Sindh Karachi.

Decision

7(i). In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as closed due to death of complainant.

ii. Further, I hereby direct the Secretary, Local Government to issue specific directions to all subordinate offices to ensure that pension cases are decided in a timely manner, so that retired employees may receive their lawful entitlements at the earliest.

Given under my hand and seal of the office



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

Karachi dated 02 June 2025

