



## DECISION

Complaint No. : POS/6364/2022/HYD/403

Name and address of the complainant : Mst. Samina wd/o Muhammad Yaqoob  
R/o H.No: 104, Yousuf Village Nango Line Kotri District, Jamshoro

Name of the Agency Complained against : Chief Municipal Officer, Municipal Committee, Kotri, District Jamshoro.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director, Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST MUNICIPAL COMMITTEE KOTRI, ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT

### Complaint

Mst. Samina filed a complaint dated 21.10.2022 wherein she stated that her late husband, Muhammad Yaqoob was working as Naib Qasid in Municipal Committee Kotri who expired during service on 28.10.2020 but the service dues have not been paid to her. Aggrieved by that, she solicited intervention of this Institution.

### Proceedings

2. The complaint 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 notice dated 10.11.2022 to the Chief Municipal Officer, Municipal Committee, Kotri for report, followed by reminders. The Chief Municipal Officer, Municipal Committee, Kotri submitted reports on different dates that the service dues are being paid to the complainant in piecemeals. Finally, he submitted report vide letter dated 03.10.2024 that all admissible service dues have been paid to the complainant.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 07.10.2024, followed by reminders but she did not respond. This office contacted the complainant on given cell No: 0316-3785721 but she did not attend the call which shows that after redressal of her grievance, she lost interest to pursue her case.

### Findings

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

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**Decision**

6. 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 stands disposed of as redressed.

7 This also disposes of another complaint bearing No: POS/7269/2022/HYD/445 having same grievance filed by the same complainant on the same subject against the same Agency.

Given under my hand and seal of the office



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

Karachi, dated 13<sup>th</sup> February, 2025

