



## **DECISION**

**Complaint No.** : POS/004/2017/Adv-M

**Name and address of the complainant** : Mr. Yusuf Gill Masih, House # 55, Sector-A, Muslim Christian Colony, Saeed Village Goth, Near Race Course Ground, Airport / Safoora Goth, Karachi.

**Name of the Agency Complained against** : Karachi Metropolitan Corporation

**Name & Designation of Investigating Officer** : Mir Hussain Ali  
Advisor-M

**Vetted by** :

**Subject** : DELAY IN PAYMENT OF PENSION, GRATUITY AND OTHER FUNDS TO THE COMPLAINANT

### **Complaint:**

The complainant Yousuf Gill Masih filed a complaint dated 6.1.2017 against the Karachi Metropolitan Corporation for delay in payment of pension, gratuity, and other funds, pertaining to his wife Zohra Bibi (late), who died while she was working as Sweeper in Baldia Town, Mohajir Camp. He requested for intervention of this Institution for the redressal of his grievance.

### **Proceedings:**

2. After due admittance of complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, the same was forwarded vide letter No. POS/004/KHE/88/2017/5988 dated 27.4.2017 to the Deputy Director (S&S/W/M), District Municipal Corporation West, Baldia Zone, for a report on this issue. After continuous correspondence the Director (Welfare), Finance & Accounts, KMC, Karachi vide his letter dated 19.1.2022 reported that the complaint has been forwarded to DMC Keamari for completion of necessary codal formalities. On 3.2.2023, complainant's son Mr. Ashfaq Masih appeared before the Investigating Officer and informed that his father Yousuf Gill Masih (complainant) has expired on 4.4.2020, and his mother's dues have still not been paid by the agency.

3. After that the case was again forwarded to the Director (Welfare), F&A, KMC and Municipal Commissioner, D.M.C Keamari. The DMC Keamari, Baldia Zone, stated that the heirship certificate; fresh no-remarriage certificate from concerned Union Council; and bank statement from January 2019 to June-2022; must be submitted by the complainant for further processing of the case. On 19.7.2023, the complainant's son Ashfaq Masih appeared without the required document i.e. heirship certificate and he requested further time of twenty days for submission of documents. But he did not produce the documents, nor was he available on his cell number. This situation continued for last ten months, during which period he did not respond to the letters issued on his address.

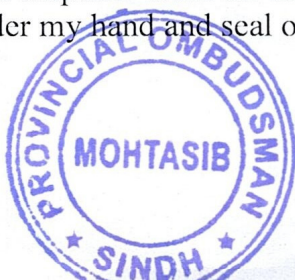
### **Findings:-**

4. I have examined the case, which clearly indicates that the late complainant's son Ashfaq is no more interested to pursue this case, as he is not responding to phone calls and letters.

### **Decision:**

5. In view of the above, further proceedings on this complaint are stopped and it is consigned to record, as there is no response from the complainant.

"Given under my hand and seal of office"



**Sd /-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 22<sup>nd</sup> September, 2025