



## **DECISION**

POS/8394/2023/KC

Complaint No. :

Name and address  
of the complainant :

Mst. Saeeda Bano,  
R/o. House No. R-1892, Block-14, Dastagir  
Society, F.B. Area, Karachi.

Name of the Agency  
complained against :

Karachi Development Authority (KDA)

Name & Designation of  
Investigating Officer :

Mr. Iqbal Nafees Khan  
Regional Director Karachi Central.

Subject :-

**INORDINATE DELAY IN PAYMENT OF PENSION  
ARREARS TO THE COMPLAINANT.**

## **COMPLAINT**

Mst. Saeeda Bano, widow of Mr. Abad Ahmed (Ex-Superintendent, Finance & Accounts Department), filed a complaint on 17.10.2023, stating that despite her repeated representations to the relevant authorities, the pension arrears of her deceased husband for the period from 03.01.1999 to 31.07.2022 remain unpaid. She, therefore, sought the intervention of this office for the redressal of her grievance.

## **PROCEEDINGS**

2. The complaint was examined and admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), with the delay duly condoned.
3. It was referred to the Agency for a report. In response, the Director (F&A), Karachi Development Authority (KDA), in his letter dated 28.11.2023, verified that an amount of Rs.15,67,275/- on account of the complainant's pension arrears was outstanding. He further stated that the KDA was experiencing a financial crisis and requested some time to settle the dues.
4. Subsequently, the Accounts Officer (Books), Finance & Accounts, KDA, through a letter dated 24.12.2024, informed that a sum of Rs.900,000/- had been paid to the complainant. He reiterated that due to financial constraints, the department was unable to pay the remaining balance of Rs.6,67,275/- in one go. However, he assured that the outstanding amount would be cleared in a single installment upon receipt of a special grant-in-aid.

## **FINDINGS**

5. The examination of the case reveals that the prolonged non-payment of pension arrears is unjust and has caused significant financial hardship to the complainant.

## **DECISION**

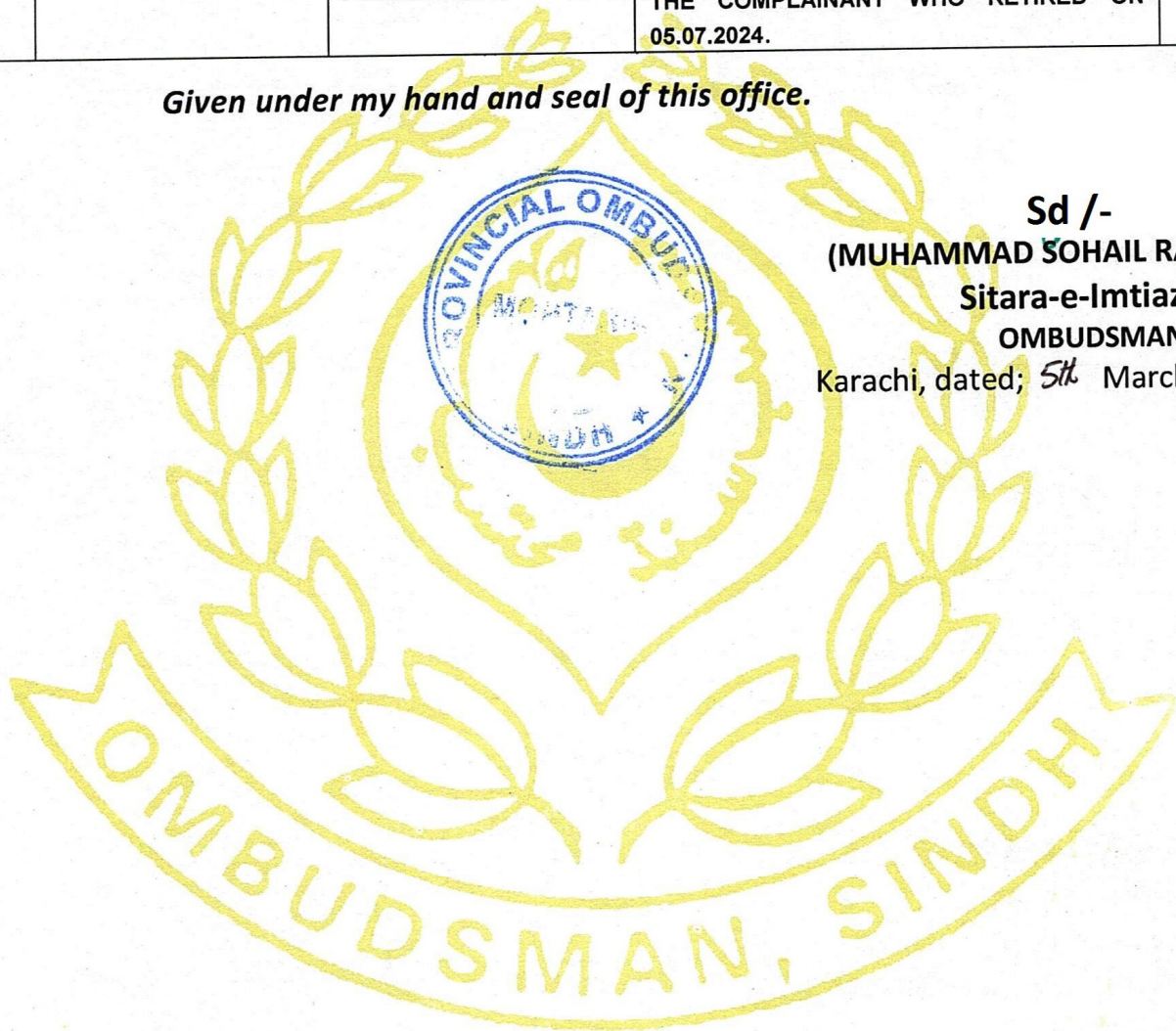
6. In exercise of the powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), I direct the Director General, Karachi Development Authority (KDA), to take immediate and effective measures to ensure the prompt payment of the outstanding dues to the complainant. Compliance with these directions shall be reported to this office accordingly.
7. This decision likewise disposes of the following five (05) identical cases, which shall be subject to the same directions.

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SR. NO.	CASE NO.	NAME OF COMPLAINANT	SUBJECT	Agency
01.	POS/5531/2022/KC	Mr. Shahzore Khan	DELAY IN PAYMENT OF THE BALANCE AMOUNT OF G.P. FUND/OTHER SERVICE DUES TO THE COMPLAINANT WHO RETIRED ON 13.08.2021.	KDA
02.	POS/8512/2023/KC	Mr. Shahzore Khan	ALLEGED IRREGULARITY IN PAYMENT OF MONTHLY PENSION AND NON-PAYMENT OF SERVICE DUES.	KDA
03.	POS/9712/2023/KC	Syed Ali Saqlain Zaidi	DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED ON 09.12.2021.	KDA
04.	POS/2234/2024/KC	Mr. Nisar Ahmed	DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED ON 14.12.2021.	KDA
05.	POS/5422/2024/KC	Syed Shaukat Abbas Rizvi	DELAY IN PAYMENT OF LEAVE ENCASHMENT/OTHER SERVICE DUES TO THE COMPLAINANT WHO RETIRED ON 05.07.2024.	KDA

*Given under my hand and seal of this office.*



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
**Sitara-e-Imtiaz (PAS)**  
**OMBUDSMAN SINDH**  
Karachi, dated; 5<sup>th</sup> March, 2025