



DECISION

Complaint No.: POS/5198/2019/F

Name and address of the complainant : Mst. Bushra Bibi wd/o Parvaiz Masih, House No. 15, Cantonment Compound, Jut line, Karachi

Name of the Agency Complained against : Town Municipal Corporation (TMC) North Nazimabad (Defunct District Municipal Corporation Karachi Central)

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F.

Subject :-

DELAY IN PAYMENT OF SERVICE DUES BY DISTRICT MUNICIPAL CORPORATION (DMC), CENTRAL IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT WHO PASSED AWAY ON 27.09.2018.

THE COMPLAINT:

Mst. Bushra Bibi in her complaint received on 17.12.2019 stated that her husband namely Pervaiz Masih was working as a Sanitary Worker at DMC Central, Karachi and died on 27.09.2018. She alleged that she has visited office of DMC Central for payment of service dues several times but of no avail. She further alleged that the Karachi Metropolitan Corporation (KMC) Office is also not responding to her requests. She therefore, solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 and the matter was taken up with the Municipal Commissioner, DMC Central and Director (Welfare), Finance and Accounts, KMC.
3. After series of correspondence, the Law Officer, DMC Central vide letter dated 16.09.2021 reported that the payment of Leave Encashment has been made to the Complainant. The Director (Welfare), F&A, KMC vide his letter dated 06.07.2022 also reported that the payment of Provident Fund has been made to the Complainant. Besides, she is also drawing pension of Rs.17,967/- per month regularly. However, an amount of Rs.584,097/- on account of pension commutation and Rs.585,264/- on account of pension arrears is still outstanding due to financial constraints of KMC.
4. Copy of report was sent to the complainant vide letter dated 17.08.2022 but she failed to respond. Accordingly, final reminder letter dated 22.09.2022 was sent to the complainant, which also remained un-responded.

FINDINGS:

5. From the above, it is very clear that the Complainant is not interested to pursue her complaint. However, her grievance stands partially redressed due to intervention of this Institution.

DECISION:

6. In view of the above, the complaint is filed due to non-prosecution.

Given under my hand and seal of office



Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 05th November, 2024