



DECISION

Complaint No. : POS/25/KHE/2018

Name and address of the complainant : Mst. Saleema Bibi,
R/o. House No. 332, Street No. 4, Sector 35-C,
Lyari Expressway, Taiser Town, near Khuda ki Basti, Karachi

Name of the Agency Complained against : Karachi Metropolitan Corporation (KMC)

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Director, Regional Office, Korangi, Karachi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT BY KMC.**

COMPLAINT

Mst. Saleema Bibi filed a complaint on 23.01.2018 stating that she had retired from service on 23.05.2017 from District Municipal Corporation, Karachi Central as Sanitary Worker but her service dues were not paid by the KMC so far. She, therefore, sought our intervention in the matter.

PROCEEDINGS

2. The complaint after admitting was referred to the DMC Central and KMC for report. In response, the Law Officer, DMC Central vide letter dated: 05.09.2018 reported that an amount of Rs.164,305/- was approved in favour of the complainant being Leave Encashment, out of which an amount of Rs.114,305/- was paid to the complainant in two installments (Rs.64,305/- and Rs.50,000/- on 05.03.2018 and 07.08.2018) and balance amount of Rs.50,000/- was paid to the complainant through cheque No.24622477 dated: 03.10.2018.
3. The Director (Welfare), KMC, vide letter dated 27.08.2019 reported that the complainant retired as Sanitary Worker (BS-2) from Health Department, DMC Central, Karachi and her case for Provident Fund and Pension Commutation was received in KMC on 28.01.2019 which was processed and passed on 24.07.2019. Consequently, an amount of Rs.94,133/- was credited into her account through cheque No.02342916 dated 09.08.2019 whereas her monthly pension amounting to Rs.12,244/- was also being paid regularly. However, an amount of Rs.410,728/- being dues of gratuity/commutation and pension arrears of Rs.295,203/- were still outstanding which could not be paid due to financial constraints being faced by KMC.

4. The matter remained under constant follow up, resultantly, the Director (Welfare), KMC, vide letter dated: 09.08.2024 informed that the dues of pension arrears / pension commutation to the tune of Rs.410,728/- and Rs.295,203/- were paid to the complainant on 01.12.2022 and 04.06.2024, respectively. Report also added that the complainant was getting monthly pension of Rs.15,958/- regularly and now there was nothing outstanding against KMC in respect of service dues of the complainant.
5. Report of the Agency was forwarded to the complainant for her rejoinder but she did not respond despite reminders. It appears that after resolution of her problem, she has lost interest in her case.

FINDINGS

6. Due to intervention of this Institution, the outstanding service dues have been paid to her as confirmed by the KMC, hence, no further action is required now.

DECISION

7. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 11th February, 2025