



DECISION

Complaint No. : POS/RO/07/2025/KHS

Name and address of the complainant : Mst. Amina W/o Abu Bakar
R/o Servant Quarter Chand Bibi Road, CHIC Road,

Name of the Agency Complained against : KMC (Welfare Department)

Name & Designation of Investigating Officer : Syed Maqsood Haider Naqvi
Regional Director (South)

Vetted by : Rehana Ghulam Ali Memon
Advisor-H

Subject :

COMPLAINT AGAINST KMC FOR PAYMENT OF PENSION / RETIREMENT DUES TO THE COMPLAINANT.

THE COMPLAINT:

Mrs. Amina W/o Abu Bakar, who retired as Assistant Teacher (BPS-07) from the Education Department, Town Municipal Corporation, Lyari, Karachi on 01-01-2019, filed a complaint on 24-02-2025 stating that her pension and retirement dues have not been paid by the Welfare Department, Karachi Metropolitan Corporation (KMC). She, therefore, sought the intervention of this office for redressal of her grievance.

PROCEEDINGS:

2. After admission of the complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), and after receiving the mandatory Affidavit on Form "A" along with other relevant documents, a report was called from the Agency. In response, the Director (Welfare), Finance & Accounts, KMC vide letter dated 29-08-2025, confirmed that the complainant, Mst. Amina, retired as Assistant Teacher (BPS-07) on 01-01-2019 from TMC Lyari, has been paid her Provident Fund, Pension Arrears, and installments of Pension Commutation between 2019 and 2025, and is presently receiving a regular monthly pension of Rs.48,542/- through HBL, Yousuf Plaza Branch.

3. In her rejoinder dated 08-09-2025, the complainant expressed gratitude to the Ombudsman for redressing her grievance and requested to close the case, as her issue has been resolved.

FINDINGS:

4. The intervention of this Institution has led to full redressal of the complainant's grievance and she has sought closure of the matter.

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DECISION:

5. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd/-
Muhammad Sohail Rajput
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 8th October, 2025

