



## DECISION

Complaint No. : POS/6662/2022/HYD/422

Name and address of the complainant : Mst: Irshad Begum wd/o Arif Masih  
R/o H.No: 775, Muhallah Punjabi Para, Unit No: 05,  
Latifabad, Hyderabad.

Name of the Agency Complained against : Municipal Commissioner, HMC, Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST HYDERABAD MUNICIPAL CORPORATION ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT

### Complaint

Mr. Irshad Begum filed a complaint dated 18.10.2022 wherein she stated that her late husband, Arif Masih was working as sanitary worker at Hyderabad Municipal Corporation who expired during service on 17.06.2022. Since then, she is pursuing her case with the Accounts Officer, HMC for payment of service dues in respect of her deceased husband and appointment of her son against deceased quota but all in vain. Aggrieved by that, she solicited intervention of this Institution.

### Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 29.12.2022 to the Accounts Officer, HMC for report. In response, the Director Sanitation HMC informed vide letter dated 06.01.2023 that the Mukhtiarkar Latifabad has issued Heirship certificate of the complainant wherein the age of the complainant is shown as 44 years and her elder son as 33 years. There is a gap of only 11 years in their ages. The ages of 2<sup>nd</sup> son and daughter have been shown as 27 years with a gap of 03 months only in their ages. The FRC dated 13.08.022 issued by NADRA also shows the same position.
4. The agency's report was delivered to Sooba Bhatti, Advocate for complainant during the hearing on 09.01.2023 for rejoinder. The Advocate on behalf of the complainant appeared before Investigating Officer Hyderabad on 11.12.2024 and submitted Death Certificate of the complainant who expired on 24.09.2024.

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**Findings**

5. The complainant or the legal heirs of deceased Arif Masih have not submitted the required documents for payment of service dues to them.

**Decision**

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as filed and consigned to record.

**Given under my hand and seal of the office**



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
*Sitara-e-Imtiaz, PAS*  
**Ombudsman Sindh**

**Karachi, dated 7<sup>th</sup> February, 2025**

