



DECISION

Complaint No. : POS/2580/KE-171/24

Name and Address of the Complainant : Mr. Muhammad Abdul Qadeer, R/o. House No. 1/553, Shah Faisal Colony, Block-1, Karachi.

Name of the Agency Complained against : Karachi Metropolitan Corporation

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED DELAY IN RESTORATION OF COMMUTED PORTION OF PENSION OF THE COMPLAINANT WHO RETIRED FROM SERVICE IN THE YEAR 2007.**

THE COMPLAINT

Mr. Muhammad Abdul Qadeer in his complaint dated 13.05.2024 stated that his case for restoration of commuted portion of pension is pending with the Deputy Director, Pension and Funds, KMC since 20.08.2020. He stated that he has approached the concerned official many a time to inquire about his case, but department has refused to divulge any detail and process his case, resultantly he is sustaining heavy losses in pension. He, therefore, solicited intervention of this office for redressal.

PROCEEDINGS

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Director (Welfare), Finance and Accounts, KMC vide letter dated 23.07.2024 informed that the case of Mr. Muhammad Abdul Qadeer s/o Muhammad Abdul Ghaffar regarding restoration of pension had been received vide inward No.37293 dated 27.02.2020. The same he stated was prepared and forwarded to the Competent Authority i.e. Metropolitan Commissioner, KMC through Financial Advisor, KMC on 05.07.2024 for necessary approval in the subject matter.

3. The complainant in his rejoinder dated 20.09.2024 stated that reason for delay in processing his case was due to red-tape-ism in government offices. He requested to expedite his case.

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4. Again matter was taken up with the Agency. In response Director (Welfare), Finance and Accounts, KMC vide letter dated 10.10.2024 informed that the case of Mr. Muhammad Abdul Qadeer regarding restoration of pension has been processed and duly passed by the Government Audit on dated 22-08-2024. The increase in monthly pension report stated has been incorporated into complainant's monthly pension. Presently, he is drawing monthly pension of Rs. 76,547/- regularly. The report added that cheque of arrears on account of restoration of pension Rs.907,522/- has not yet been prepared due to poor financial position of KMC. The report from Director (Welfare) concluded that as soon as the funds are released by the Provincial Government, the remaining claim will also be settled accordingly.

FINDING

5. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The complainant is a retired employee of KMC. He had applied to the Agency on the 20.08.2020 for restoration of commuted portion of pension due since 27.12.2019 but KMC failed to take any action till filing of instant complaint before this office. Upon issuance of notice to KMC, complainant's request was processed on 05.07.2024. Subsequently, KMC allowed commuted pension after four years. However, arrears on account of restoration of pension for Rs. 907,522/- have yet not been released.
- ii. The Agency has failed to release admitted payments to the complainant during last more than four years without any cogent reason. Such delay amounts to gross mal-administration.

DECISION

6. In view of the above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) I hereby direct the Mayor Karachi to release complainant's remaining outstanding dues amounting to Rs. 9,07,522/- without further delay. Compliance report of the same to be submitted in 30 days.

Given under my hand and seal of the office



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

Karachi, dated 02 - 06 -, 2025