



DECISION

Complaint No. : POS/ROM/80/2024/RM-73

Name and address of the complainant : Mr. Shabir Ahmed,
House No.37, Muzafar Abad,
Mirpurkhas.

Name of the Agency Complained against : Mirpurkhas Municipal Corporation (MMC)

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST MIRPURKHAS MUNICIPAL CORPORATION (MMC) ALLEGING NON-PAYMENT OF SERVICE DUES AS PER ENTITLEMENT TO THE COMPLAINANT

Complaint

Mr. Shabir Ahmed filed a complaint dated 03.05.2024 wherein he stated that he was appointed as Malhi in BS-01 vide order No.814 dated 01.11.1983 at Municipal Committee, Mirpurkhas. Later-on, he was promoted as Head Malhi in BS-05 vide order No.232 dated 04.03.1999. He was retired from the service in 2022 as Beldar and he has been paid service dues of BPS-01. He approached the agency for payment of service dues of BS-05 but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.

3. This office issued a notice dated 06-05-2024 to the Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) for report and the case was heard on 16.05.2024. The representative of the agency informed that relevant record viz, initial appointment and promotions orders of the complainant have been scrutinized and the Municipal Commissioner (MMC) agreed that injustice was done with the complainant.

4. Subsequently, the Municipal Commissioner, MMC issued a revised order dated 25.07.2024 of his retirement as Head Malhi in BPS-5 and forwarded the case to the Director, Local Fund Audit for further action who issued a revised PPO of the complainant vide order dated 02.05.2025. The Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) submitted a copy of cheque No.53217673 dated 27.05.2025, amounting to Rs.472,272/- regarding payment of differential amount of pension and commutation. The complainant vide letter dated 10.07.2025 thanked to this Institution on redressal of his grievance.

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Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

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

Karachi, dated 31st July, 2025

