



DECISION

Complaint No. :

POS/23/2025/KC

Name and address
of the complainant :

Mst. Farhat Sultana,
R/o. House No. R-241, Sector 15-A/5, Buffer Zone, North
Karachi.

Name of the Agency
complained against :

Karachi Metropolitan Corporation (KMC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**NON-PAYMENT OF ENTIRE SERVICE DUES TO THE
COMPLAINANT WHO RETIRED ON 12.06.2019**

COMPLAINT

Mst. Farhat Sultana lodged a complaint on 26.02.2025 stating that she retired as Primary School Teacher (PST, BPS-16) on 12.06.2019 but her entire service dues have not yet been paid to her. She, therefore, solicited intervention of this office for the payment of the same.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay and then the matter was referred to the Agency.
3. In response, Director (Welfare), Finance & Accounts Department, Karachi Metropolitan Corporation (KMC), vide letter dated 30.06.2025, informed that Provident Fund and Pension Commutation have already been paid to the complainant whereas she is drawing her Pension @ Rs. 58,953/= per month. He added that Pension Arrears Rs. 618,156/= and Pension Commutation Rs. 15,72,421/= (Total Rs. 21,90,577) is outstanding towards the department due to non-availability of sufficient funds. He further added that as soon as the financial Package is received from the Govt. of Sindh, the remaining dues would also be paid to the complainant.
4. The complainant in her rejoinder dated 22.07.2025 stated that she was in dire need of money and thus requested for early payment of her entire outstanding dues.

FINDINGS

5. Non-payment of retirement/service dues to the complainant, even after more than six years of her retirement, constitutes undue hardship, causing her severe financial distress.

DECISION

6. In view of the foregoing, and in exercise of powers conferred under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), I hereby direct the Financial Advisor and Director (Welfare), Karachi Metropolitan Corporation (KMC), to ensure payment of all outstanding dues to the complainant within 60 days from the date hereof, without fail, and to submit a compliance report accordingly.

Given under my hand and seal of this office.



Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH

Karachi, dated; 26th August, 2025