



DECISION

Complaint No. : POS/5811/2023/KR-32

Name and address of the complainant : Mst. Tahzeeb Fatima,
R/o. House No. 585, Sector 35-C,
Korangi No.4, Karachi

Name of the Agency Complained against : DMC Korangi / KMC

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N

Subject : **INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 01.07.2017.**

COMPLAINT

Mst. Tehzeeb Fatima filed a complaint on 27.07.2023, alleging an inordinate delay in the payment of her pensionary benefits despite having retired from service on 01.07.2017. She stated that she had repeatedly approached the concerned higher authorities, but her grievance remained unresolved.

PROCEEDINGS

2. The complaint was referred to the Agency for a report. In response, the Director (Welfare), Karachi Metropolitan Corporation (KMC), through a letter dated 09.08.2024, reported that the complainant had retired as a Primary School Teacher (BS-10) from the Education Department, DMC Korangi, on 01.07.2017, and being paid monthly pension of Rs.49,360/- regularly.
3. The Director also reported that all her dues on account of Provident Fund, Pension, and Commutation have been paid in installments as detailed below, and that no amount was outstanding against KMC:

Component	Amount (Rs.)	Date of Payment
Provident Fund	406,975/-	10.08.2018
Pension Arrears	469,759/-	29.06.2021
Pension/Commutation	422,783/-	20.05.2022
Pension/Commutation	493,248/-	21.02.2024
Pension/Commutation	493,248/-	12.07.2024

4. The complainant was contacted telephonically to verify the report. She confirmed that she has received all dues from KMC and requested that the complaint be disposed of.

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FINDINGS

5. The intervention of this office prompted the concerned agency to resolve the matter, which had previously been delayed despite the complainant's persistent efforts. The complainant has personally confirmed that her grievance has been redressed.

DECISION

6. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 26th June, 2025

