



DECISION

Complaint No. : POS/7371/2023/KR-67

Name and address of the complainant : Mr. Amanat Masih,
R/o. House No. 492, Street No. 07, Kashmir Colony,
Sector 3, Korangi Karachi

Name of the Agency Complained against : Karachi Metropolitan Corporation (KMC)

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Director, Regional Office, Korangi, Karachi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED STOPPAGE OF PAYMENT OF PENSION TO THE COMPLAINANT DUE TO DISCREPANCY IN HIS FATHER'S NAME.**

COMPLAINT

Mr. Amanat Masih, filed a complaint on 13.09.2023 stating that he retired from service on 01.07.2016 from KMC and was receiving pension regularly for five years but later on his pension was stopped due to discrepancy in his father's name in the record of KMC. As per CNIC, his name is Amanat Masih S/o Ujagar Masih whereas in the record of KMC his father's name was recorded as Lagga Masih. He stated that during his service of 32 years the KMC did not point out or rectify such discrepancy in its record and now his pension and other pensionary benefits were stopped. He, therefore, sought intervention of this office in the matter.

PROCEEDINGS

2. The complaint was referred to agency for report / comments. In response, the Director (Welfare), Finance & Accounts, KMC, vide letter dated: 24.07.2024 requested to advise the complainant to produce certificate of non-payment of monthly pension duly verified by the concerned branch of HBL, bank statement and photocopy of pension book.
3. The complainant was accordingly advised to produce the documents required by KMC, vide letter dated: 21.08.2024 followed by reminders dated: 05.09.2024, 24.09.2024 and 11.10.2024, but he did not respond.

DECISION

4. Since the complainant has failed to pursue the matter, the complaint is closed on account of non-prosecution.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated; 11/02 February, 2025