



DECISION

Complaint No. : POS/4077/KE/279/2023

Name and Address of the Complainant : Mst. Sakina Bibi Wd/o Akbar Masih R/o. House No. X-321, Street No.12, Nalapar, Azam Basti, Karachi.

Name of the Agency Complained against : SSWMB / DMC East

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

Subject :- **COMPLAINT REGARDING ALLEGED NON-
ISSUANCE OF RETIREMENT ORDER AND
STOPPAGE OF SALARIES OF THE
COMPLAINANT WHO CLAIMED TO HAVE
REACHED THE AGE OF SUPERANNUATION
IN JANUARY, 2023.**

THE COMPLAINT

Mst. Sakina Bibi in her complaint dated 18.05.2023 stated that she is working as a Sanitary Worker in DMC East Zone, Solid Waste Management Board, Jamshed Zone, Karachi. According to her CNIC, she reached the age of 60 years in 2023, and her retirement date on her salary slip is also 01.01.2023. Despite this, the department has not yet issued her retirement letter, and her salary has been stopped. The office clerk told her that her retirement will be in 2024. She further stated that her first husband, Mr. Akbar Masih, passed away on 14.05.1998, after which she married Mr. Ghulam Masih in 1999, but her service book still shows her husband's name as Mr. Akbar Masih. She stated that she has made several requests to the department to change her husband's name to Mr. Ghulam Masih in order to avoid any issues while claiming her retirement funds, but no action is taken. She, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay 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, Assistant Director (Finance / Salary) Sindh Solid Waste Management Board vide letter dated 29.08.2023 stated that Mst. Sakina Bibi Wd/o Akbar (E10284) is sanitary worker of Jamshed Zone District East, her salary was stopped on 01.01.2023 as per available record, due to superannuation reached on 01.01.2023. Such record of payroll was provided by DMCs to SSWMB and accordingly the salary of complainant was stopped, but now, the Municipal Commissioner DMC East has verified her actual date of retirement from the service book of employee/complainant and reported her date of retirement as 24.04.2024. Accordingly her salary has been paid as per attendance report w.e.f. 01.01.2023 to 31.03.2023 on 07.04.2023. However, salary of complainant Mst. Sakina Wd/o Akbar (E10284) Sanitary worker of Jamshed Zone District East has been stopped due to her absence from duty w.e.f. 16.03.2023 till to date (29.08.2023).

Contd.....

(2)

3. Copy of the agency's report was sent to the complainant for rejoinder, but she failed to respond despite repeated efforts, which implies that complainant was satisfied after reported redressal of her grievance.

FINDINGS

4. As a result of intervention and constant pursuance by this institution, complainant's grievance has been resolved.

CONCLUSION

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

Given under my hand and seal of the office



Sd /-

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

Karachi, dated

13-02-2025

