



## DECISION

Complaint No. : POS/4773/KE-225/2021

Name and address of the complainant : Mr. Salamat Masih,  
R/o. House No. 114, Street No.28, Sector 32-A,  
Zia Colony, 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 DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 16.04.2017.**

### COMPLAINT

Mr. Salamat Masih, filed a complaint on 17.09.2021 stating that he had retired from service on 16.04.2017 from DMC South as Sub-Inspector but his service dues were not paid by the KMC though his bills were passed and lying for payment in the KMC since 26.03.2018. He, therefore, sought our intervention in the matter.

### PROCEEDINGS

2. The complaint after admitting was referred to KMC for report. In response, the Director (Welfare), KMC, vide letter dated 03.03.2022 reported that the complainant retired as Sub-Inspector (BS-11) from Health Department, DMC South, Karachi and his case for Provident Fund and Pension Commutation was received in KMC on 14.03.2018 which was processed and passed on 26.03.2018. Consequently, an amount of Rs.350,170/- was credited into his account through cheque No.02340946 dated 11.06.2018 and his monthly pension amounting to Rs.28,039/- was also being paid regularly. However, an amount of Rs.1,134,545/- being dues of gratuity/commutation was still outstanding which could not be paid due to financial constraints being faced by KMC.
3. After constant follow up, the Director (Welfare), KMC, vide letter dated 23.10.2024 informed that the dues of pension arrears / pension commutation to the tune of Rs.1,134,545/- were paid to the complainant in two installments i.e. on 23.08.2023 and 21.08.2024, respectively. Report also added that the complainant was getting monthly pension of Rs.38,151/- regularly and now there was nothing outstanding against KMC in respect of service dues of the complainant.



4. Report of the agency was forwarded to the complainant for his rejoinder but he did not respond despite reminders.

**FINDINGS**

5. With the intervention of this Institution, the complainant has been paid all his service dues as reported by Director (Welfare), KMC vide letter dated: 23.10.2024. However, the complainant did not respond despite issuance of reminders by Investigating Officer. It appears that he has lost interest in pursuing the case after payment of all his service dues.

**DECISION**

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

*Given under my hand and seal of office.*

