



## **DECISION**

Complaint No. : POS/1908/2023

Name and address of the complainant : Syed Mukhtiar Hussain,  
R/o. House No. L-603, Sector 34/2,  
Korangi No.3, Karachi

Name of the Agency Complained against : Town Municipal Corporation (TMC)  
(formerly DMC Korangi)

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 : **DELAY IN PAYMENT OF DUES AND ARREARS OF HOUSE RENT FROM JULY 2018 TO NOVEMBER 2020 TO THE COMPLAINANT WHO RETIRED ON 06.01.2022.**

### **COMPLAINT**

Syed Mukhtiar Hussain lodged a complaint dated: 07.03.2023, alleging non-payment of Adhoc Allowance @ 50% of pay and arrears of house rent from July 2018 to November 2020 despite his several requests. Aggrieved by that, he solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was referred to the concerned Agency for a report vide letter dated: 31.03.2023, followed by reminders. Finally, the Senior Accounts Officer, TMC Korangi, informed via letter dated: 06.02.2025 that the complainant's dues have been paid through Cheque No. 48767868 dated: 30.01.2025, amounting to Rs.55,094/- and enclosed the copy of cheque as an evidence.
3. The complainant was contacted telephonically to verify the Agency's response who confirmed receipt of the dues and requested to close further proceedings on his complaint.

### **FINDINGS**

4. The intervention of this office prompted the Agency to take necessary action, which had been delayed despite the complainant's repeated efforts. The payment of outstanding arrears have been made to the complainant on the intervention of this Institution.

### **DECISION**

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

*Given under my hand and seal of office.*



**Sd/-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 30~~th~~ June, 2025