



## DECISION

Complaint No. : POS/2689/KE-189/2023

Name and Address of the Complainant : Mr. Muhammad Tahir, Ex-Teacher, R/o. B-92, Block-03, Gulistan-e-Johar, Karachi.

Name of the Agency Complained against : School Education and Literacy Department

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

Subject :- **DELAY IN FORWARDING THE PENSION PAPERS OF THE COMPLAINANT WHO RETIRED ON 16.07.2022 FROM GOVT. BOYS COMPREHENSIVE SECONDARY SCHOOL, KORANGI NO.03.**

### **THE COMPLAINT**

Mr. Muhammad Tahir, in his complaint dated 31.03.2023, stated that he worked as Arabic Teacher and retired from service on 18.07.2022 upon attaining the age of superannuation from Government Boys Comprehensive Higher Secondary School, Korangi No. 3, Karachi. He stated that he has not yet received his retirement dues, as the Drawing and Disbursing Officer (DDO), Mr. Imtiaz Hussain Unar, has not forwarded his retirement papers to the relevant authorities. As a result, he is facing financial difficulties. He 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, the District Education Officer (Elementary, Secondary & Higher Secondary) District Korangi, Karachi, vide letter dated 19.05.2023 stated that as per report received from Principal, GBCHSS No. 1, Korangi No. 03, the complainant Mr. Muhammad Tahir s/o Ghulam Muhammad, Ex-Arabic Teacher of GBCHSS No. 1 Korangi No. 03, retired from service on 16.07.2022, but since then has not submitted required papers for preparation and submission of his Pension Papers.

3. The complainant in his rejoinder dated 16.06.2023, stated that he has been making all efforts for the past one year; but the department seems averse to his assertions. He however submitted the required documents to the department on 26.05.2023.

4. The District Education Officer (Elementary, Secondary & Higher Secondary) District Korangi, Karachi, vide letter dated 21.07.2023 intimated that pension papers of the complainant have been forwarded to the Director School Education (ES&HS), Karachi for further action.

5. Subsequently, the complainant submitted a letter dated 15.09.2023, stating that the department has raised an objection in his pension case, showing a reversion from grade 16 and timescale 20. He was given an opportunity to appear with supporting documents within seven days. He further stated that numerous other Arabic teachers have retired in Grade 16 with timescale 20 and are receiving their pensions accordingly.

6. In order to sort out the issue the Investigating Officer fixed the case for hearing on 30.10.2023 which was attended by the complainant and Mr. Yar Muhammad Baladi, Director ES&HS. The Agency representative explained that the complainant's case required revision of his retirement order. He offered the complainant to visit his office along with his other associates whom he refers to have been awarded the same benefit.

7. Another hearing was held on 21.12.2023 attended by the complainant and Mr. Yar Muhamamad Baladi, Director School Education. The Agency representative filed report that the case of complainant has been prepared and ready for submission to Office of A.G Sindh. He was advised to ensure its submission through the officer of Education Department.

8. Later, the complainant vide letter dated 18.07.2024 stated that he has received pension and commutation but after a deduction of Rs. 604,397/- out of commutation on account of deduction of one increment. He requested that Education Department may be directed to restore the said amount, deducted illegally from his commutation and pension may also be revised accordingly.

#### **FINDINGS**

9. I have examined the case file and perused correspondence, reports and rejoinders etc., and found that complainant has already been paid his pension and commutation by the Office of AG Sindh on the intervention of this office. As regards complainant's request for restoration of one increment, since not part of the initial memo of complaint, needs to be taken up separately by the complainant at an appropriate forum. Therefore, no case of mal-administration has been found on part of the Agency except that there was the unreasonable delay by the department in forwarding complainants' pension papers to the relevant authority, which was addressed upon intervention by this Institution.

#### **DECISION**

10. In view of above, the complaint is disposed of as redressed. However, the Secretary to Government of Sindh, School Education and Literacy Department, is directed to ensure timely submission of pension cases and ensure prompt payment of service dues to all its retired employees as per applicable policy.

*Given under my hand and seal of the office*



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 02-06-, 2025