



DECISION

Complaint No. : POS/TTA/61/2025

Name and address of the complainant : Mr. Muhammad Usman s/o Ghous Muhammad,
R/o Village Nabi Bux Jokhio, Kohistan 7/4,
P.O. Jhangshahi, Taluka & District Thatta

Name of the Agency Complained against : KW&SC

Name & Designation of Investigating Officer : Mr. Haroon Ahmed Khan,
Regional Director, Thatta

Vetted by : Mr. Shahid Ahmed Hashmi,
Consultant-Legal

Subject : **DELAY BY THE KWSC IN SETTLEMENT OF RETIREMENT DUES.**

THE COMPLAINT:

Mr. Muhammad Usman s/o Ghous Muhammad filed a complaint on 27.02.2025 that he has been retired as "Fitter" on 04.10.2020 from Karachi Water & Sewerage Corporation after attaining the age of superannuation, but still the settlement of his dues is in-complete. To date, only the General Provident Fund amounting to Rs. 206,318/- has been disbursed to him. He therefore, took recourse of this Institution.

PROCEEDINGS:

2. The complaint was admitted. Notice was issued to the Managing Director, KW&SC. The Accounts Officer (Books), KWSC vide report dated 22.04.2025 informed to this office that due to fund's constraints KW&SC has framed First-In-First Out (FIFO) policy for settlement of retirees. The complainant's case is under review in accordance with the policy.
3. The matter remained under correspondence. In the meanwhile, the complainant vide his rejoinder dated 15.07.2025 informed about clearing of outstanding dues and thanked for intervention of this office.

FINDINGS

4. Since the grievance of the complainant has been redressed, thus, investigation needs to be stopped.

DECISION

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

Given under my hand & seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh
Karachi, Dated: 4th August, 2025