



DECISION

Complaint No. : POS/2406/2023/18/G

Name and address of the complainant : Mst. Khalida Begum wd/o. Muhammad Akram,
C/o. Fazal Karim, R/o. House No.490, Chandni Chowk,
Bazerta Line, Near CSD, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)
Consultant-G

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED DELAY IN PAYMENT OF ARREARS OF FAMILY PENSION TO THE COMPLAINANT BY KW&SC.**

COMPLAINT

Mst. Khalida Begum wd/o. Muhammad Akram, a retired employee of KW&SC, filed a complaint dated: 20.03.2023 and alleged delay in payment of arrears of her family pension, for which she approached KW&SC authorities, but to no avail. She, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 05.04.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of an Affidavit on Form "A" and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 10.04.2023 for report and the complainant was also advised to submit an Affidavit on Form "A" which was furnished by her later-on.
3. After follow up, the Director Accounts, KW&SC vide letter dated: 22.09.2024 informed that all outstanding arrears of family pension amounting to Rs.683,531/- have been paid to the complainant.
4. The complainant vide letter dated: 19.11.2024 confirmed that her grievance has been resolved. She thanked for redressal of her grievance and requested to close the case.

FINDINGS

5. Due to intervention of this Institution, the complainant's pending dues have been paid by KW&SC which has been confirmed by her vide letter dated: 19.11.2024. Hence, no further action is required.

DECISION

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

Given under my hand and seal of office.



- Sd \-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated: 09th December, 2024