



DECISION

Complaint No. : POS/2281/2024/10/G

Name and address of the complainant : Mr. Akhtar Nawaz Awan,
R/o. House No.9/10, Aqal Bonga, Near C.M.S School,
Nishtar Road, Muslimabad, 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 MOTHER OF THE COMPLAINANT BY KW&SC.**

COMPLAINT

Mr. Akhtar Nawaz Awan, filed a complaint dated: 02.05.2024 and alleged delay in payment of arrears of family pension to his mother in respect of her husband who retired from service in January, 2006 and later-on died. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 10.05.2024 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 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: 30.05.2024 for report & the complainant was also advised to submit an Affidavit on Form "A" which was furnished by him later-on.
3. After constant follow up, the Director Accounts, KW&SC reported vide letter dated: 16.10.2024 that the payment of arrears of family pension amounting to Rs.232,040/- have been made to the complainant which was also confirmed by him on 11.11.2024.

FINDINGS

4. Due to intervention of this Institution, the complainant's issue has been resolved. Hence, no further action is required.

DECISION

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

Given under my hand and seal of office.



(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 25th November, 2024