



DECISION

Complaint No. : POS/2492/KE-296/25

Name and Address of the Complainant : Mr. Feroz Khan, R/o. House No. N-599, Block-1, Muhalla Metroville-III, Main Abul Hassan Ispahani Road, Gulshan-e-Iqbal, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation

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

Subject :- **INORDINATE DELAY IN PAYMENT OF REMAINING SERVICE DUES OF THE COMPLAINANT WHO RETIRED FROM SERVICE ON 25.01.2020.**

THE COMPLAINT

Mr. Feroz Khan, in his complaint dated 17.04.2025, stated that he is a former employee of the KW&SC. He served in the department from 1988 until his retirement on 25.01.2020, upon reaching the age of superannuation. The complainant has stated that since his retirement, he has been waiting for the payment of his outstanding dues. It has now been five years, yet he has not received the full amount owed to him, which approximately comes to Rs. 1,495,460/-. Out of this amount, he stated that he has received only Rs. 400,000 so far, and Rs. 1,095,460/- were still unpaid. He stated that despite having written letter to the Managing Director, KW&SC he did not receive any response. He, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint 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.
3. Meanwhile, the complainant vide letter dated 24.07.2025 intimated that after issuance of notice by this Institution he has received complete dues. He extended gratitude to this Institution upon redressal of his grievance.

FINDING

4. After issuance of notice to the Agency and intervention in the matter, the complainant received his remaining service dues. His grievance thus stands resolved.

DECISION

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

Given under my hand and seal of the office



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

Karachi, dated 25-08-2025