



DECISION

Complaint No.	:	POS/60/2025/KM (W)
Name and address of the complainant	:	Mr. Muhammad Wasif Akhtar R/o. House NO. 208, Gali No. 11 ½, Orangi Town, Karachi.
Name of the Agency Complained against	:	Karachi Water & Sewerage Corporation (KW&SC)
Name & Designation of Investigating Officer	:	Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).
Vetted by	:	Mr. Muhammad Naseer Jamali, Advisor-N
Subject	:	<u>COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT.</u>

COMPLAINT

Mr. Muhammad Wasif Akhtar filed an online complaint dated 07.04.2025 wherein he stated that he retired from service on 31.12.2021 as Accounts Officer (BPS-18). His service dues i-e Gratuity and leave encashment have been worked out to be Rs. 4,673,314/- and the same have not been paid to him despite lapse of more than 03 years. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted 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 mandatory affidavit on Form-A and by condoning the delay.

3. This office issued a notice dated 08.04.2025 to the Managing Director, KW&SC, Karachi and Director (F&A), KW&SC, Karachi for report, followed by reminders. The Account Officer (Books), Finance Department, KW&SC, Karachi vide letter dated 11.07.2025 admitted the claim of the complainant and he assured that the complainant will be paid service dues as per FIFO policy.

4. The agency's report was sent to the complainant for rejoinder vide letter dated 25.07.2025, who in response informed vide letter dated 27.07.2025 that the agency has paid Rs. 600,000 on 25.07.2025 out of total amount. The agency has assured for payment of remaining amount as per FIFO policy. Being satisfied, he requested to close further proceedings on his complaint.

FINDINGS

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

6. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Intiaze. PAS
Ombudsman, Sindh

Karachi, dated 26th August, 2025