



DECISION

Complaint No. : POS/4682/2023/46/G

Name and address of the complainant : Mr. Aijaz Ali S/o. Arbab Ali Magsi,
R/o. Flat No. 5/2, Madina Sweet Home Apartment,
B.P Factory, Shoe Market, 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 : **INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 01.03.2020.**

COMPLAINT

Mr. Aijaz Ali, a retired employee of KW&SC, filed a complaint on 21.06.2023 and alleged delay in payment of his service dues. For which he approached KW&SC authorities, but all in vain. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 05.07.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date). The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 18.07.2023 for report.
3. After follow up, the Director Accounts, KW&SC vide his letter dated: 04.06.2024 reported that all outstanding service dues have been paid to the complainant.
4. The agency's report dated: 04.06.2024 was forwarded to the complainant for his rejoinder vide this office letter dated: 10.06.2024 (sent by Registered Post), but he did not respond. Finally, he confirmed receipt of payment of his dues through his cell phone on 26.11.2024.

FINDINGS

5. Due to intervention of this Institution, the complainant's outstanding service dues have been paid by KW&SC as confirmed by him on 26.11.2024. 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: 20th December, 2024