



DECISION **POS/254/TTA-37/2025**

Complaint No.	:	
Name and address of the complainant	:	Mst. Nabila Naz Wd/o Karim Bux Jokhio, C/o Noor Muhammad Jokhio, Social Worker, Jokhio Mohalla, P.O. Gharo, District Thatta
Name of the Agency Complained against	:	Karachi Water & Sewerage Corporation
Name & Designation of Investigating Officer	:	Mr. Haroon Ahmed Khan, Regional Director, Thatta
Vetted by	:	Mr. Shahid Ahmed Hashmi Consultant-Legal
Subject	:	<u>PENDING SETTLEMENT OF COMPLAINANT'S DECEASED HUSBAND.</u>

THE COMPLAINT:

Mst. Nabila Naz Wd/o Karim Bux Jokhio, filed a complaint dated 18.01.2025 and deposed that her husband, posted as Beldar (BPS-02) in Gharo Division KW&SC, has expired during service on 19.07.2021. Though payment of her pension has started but final settlement was still pending with the Agency. She, therefore, sought intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted. Notice was issued to respondent Agency. The Accounts Officer (Books), Finance Department, KW&SC filed a report dated 12.02.2025 and submitted that out of total dues of Rs 1,779,639/= which included LPR, Commutation and Provident Funds an amount of Rs.2,68,360/= has been paid to the complainant, leaving an outstanding amount of Rs. 1,511,279/=, which will be cleared soon.
3. Complainant in her rejoinder received on 25.02.2025 contested the said report that still the amount of Group Insurance, Benevolent Fund and Funeral charges remains outstanding for inclusion in the final settlement.
4. In reply, the Accounts Officer (Books) vide report dated 11.03.2025 acknowledged the complaint's contention and assured resolution. The Agency in its subsequent report dated 14.07.2025 informed about clearance of all dues, including those previously contested by the complainant. According to the report an amount of Rs 2,379,623/= was paid to the complainant and now there was no outstanding amount under any head.
5. The complainant vide her letter dated 28.08.2025 confirmed receiving of all dues with no amount outstanding. She paid gratitude to this Institution.

(2)

FINDINGS:

6. Since the grievance of the complainant has been settled, thus, prudence demands closure of the investigation.

DECISION:

7. In view of the above, the complaint stands disposed of as redressed.

"Given under my hand & seal of office"

Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh

Karachi, Dated 11th September, 2025

