



DECISION

Complaint No. :

Name and address
of the complainant :

Name of the Agency
complained against :

Name & Designation of
Investigating Officer :

Subject :-

POS/20/2025/KC

Mr. Abdul Hafeez Khan,
R/o. House No. 15, ST-1, Block-“C” KDA, Chowrangi, North
Nazimabad, Karachi.

Karachi Water & Sewerage Corporation (KW&SC)

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

ALLEGED NON-PAYMENT OF ARREARS OF FAMILY PENSION TO THE COMPLAINANT

COMPLAINT

On 20.02.2025, Mr. Abdul Hafeez Khan lodged a complaint stating that his mother, Mst. Makhwara Begum, retired as Helper (BPS-03) from the Karachi Water & Sewerage Corporation (KW&SC), had not been paid pension arrears amounting to Rs.7,18,314/= . Despite multiple approaches to the concerned department, payment of service dues remains unpaid. He, therefore, sought the intervention of this office for resolution of the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay. Upon submission of an affidavit on Form “A” by the complainant, the matter was taken up with the Agency.
3. The Accounts Officer (Books), Finance Department, KW&SC, vide letter dated 29.07.2025, reported that the entire amount of Rs. 7,18,314/= on account of pension arrears of Mst. Makhwara Begum had been paid, and no outstanding dues remained.
4. The complainant, vide his letter dated 04.08.2025, confirmed that the full amount had been paid to his mother in two instalments of Rs.3,18,000/= and Rs. 4,00,000/= on 04.05.2025 and 26.05.2025 respectively. On his own behalf and on behalf of his mother, he expressed gratitude to the institution of the Provincial Ombudsman, Sindh, for resolving the issue.

DECISION

5. The matter stands redressed and is accordingly disposed of.

Given under my hand and seal of this office.



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated: 29th August, 2025