



## **DECISION**

Complaint No. : POS/3584/KE/196/2022

Name and Address of the Complainant : Mst. Saddy Wd/o. Muhammad Iqbal, House No.79, Sarhandi Goth, Malir City, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation (KW&SC)

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

Subject :- **ALLEGED DELAY IN PAYMENT OF OUTSTANDING DUES TOWARDS ARREARS OF FAMILY PENSION.**

### **THE COMPLAINT**

Mst. Saddy, in her complaint dated 30.06.2022, stated that she has been receiving pension from KW&SC for the past 10 years. However, some arrears of her pension have been pending in the Cheque Section of KW&SC for the last one year. Despite her repeated visits to the office, the matter has remained unresolved. She stated that she has also submitted several applications to the Managing Director of KW&SC, but unfortunately, no action has been taken to address her concerns. She, therefore, solicited intervention of this office in the matter.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay 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. In response, Mr. Aamir Rasheed, Director Accounts, KW&SC appeared before the Investigating Officer on 27.09.2022 and explained that complainant's dues shall be released on 28.09.2022. Subsequently, the said Director vide letter dated 29.09.2022 reported that an amount of Rs. 3,00,000/- against total pending dues of Rs. 558,878/- has been released. Matter was again taken up with the Agency which in response vide letter dated 16.02.2023 reported that complainant's dues have been cleared.

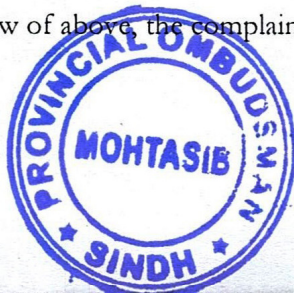
3. Copy of the agency's report was sent to the complainant for rejoinder. In response the complainant vide letter dated 13.01.2025 confirmed that she has received her lawful dues in respect of arrears of family pension. She while extending gratitude requested to close the proceedings.

### **FINDINGS**

4. As a result of timely intervention and constant pursuance by this institution, complainant's grievance has been resolved.

### **CONCLUSION**

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



**Sd /-**

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

Karachi, dated

05-03-2025