



DECISION

Complaint No.	:	POS/6380/2023/KR
Name and address of the complainant	:	Syed Masood Ahmed, R/o. Plot No. A/78, Sector 51/B, Korangi No.6, Karachi
Name of the Agency Complainced against	:	Karachi Water & Sewerage Corporation (KW&SC)
Name & Designation of Investigating Officer	:	Mr. Muhammad Shoaib Ahmed Siddiqui, Advisor-in-Charge, R.O Korangi
Vetted by	:	Mr. Ghulam Abid Shaikh, Advisor-K
Subject	:	<u>ALLEGED DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE IN THE YEAR 2022.</u>

COMPLAINT

Syed Masood Ahmed filed a complaint on 16.08.2023 stating that he had retired from the service of KW&SC in the year 2022 but the department had failed to pay his service dues till date. He therefore sought intervention of this office.

PROCEEDINGS

2. The matter was referred to KW&SC for report. In response, the Accounts Officer (Books), KW&SC, vide letter dated: 04.06.2025, reported that due to serious financial crises the KW&SC was unable to clear the service dues of various employees and the complainant was one of them. It was further reported that an amount of Rs.702,849/- was liable to be paid to the complainant which would be paid soon.
3. After constant follow up by this office, the Director Accounts, KW&SC, appeared on 01.08.2025 and informed that the dues of the complainant had been cleared. The complainant vide letter dated: 31.07.2025 also acknowledged the receipt of his service dues and, while thanking this Institution, requested for closing of the case.

FINDINGS

4. The record reveals that the complainant retired from KW&SC in the year 2016 and was deprived of his lawful service dues for a considerable period. Initially, the agency attributed the delay to financial constraints; however, due to persistent pursuance by this office, the outstanding dues amounting to Rs.702,849 have now been paid to the complainant. The complainant has also confirmed receipt of the payment and expressed satisfaction.

DECISION

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

Given under my hand and seal of office.



Sd/-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated: **2nd** September, 2025