



DECISION

Complaint No. :
Name and address of the complainant : POS/6330/2021/KM/KW
Name of the Agency Complained against : Mst. Ruksana Begum R/o. House NO. 560, Block-D, Sector 14, Azizabad, Orangi Town, Karachi.
Name & Designation of Investigating Officer : Karachi Water & Sewerage Corporation (KW & SC).
Vetted by : Mr. Aftab Ahmad Khatri,
Advisor-N Director, Regional Office, Keamari (west).
Subject : Mr. Muhammad Naseer Jamali,

COMPLAINT AGAINST KARACHI WATER & SEWERAGE CORPORATION ALLEGING FAILURE TO PAY SERVICE DUES TO THE COMPLAINANT.

COMPLAINT

Mst. Ruksana Begum filed a complaint dated 03.12.2021 wherein she stated that her late husband, namely Shamsul Haq was working as Chowkidar in KW&SC who died during service on 07.07.2020. The agency has approved the payment of service dues but the cheque for payment have not been issued to her. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory affidavit on Form 'A', relevant documents and by condoning the delay.
3. This office issued a notice dated 03.01.2022 to the Director (Admn), KW&SC for report. In response, Accounts Officer, KW&SC informed vide letter dated 17.01.2022 that a partial payment, amounting to Rs. 215,943/- has been made to the complainant while remaining dues will be paid through installments. Finally, the complainant appeared before Investigation Officer, Keamari on 26.02.2025 and filed a written statement that she has been paid the admissible service dues in respect of her deceased husband. She expressed thanks to this Institution on redressal of her grievance.

FINDINGS

4. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

5. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated 20th March, 2025