



DECISION

Complaint No. : POS/3583/KE/195/2022

Name and Address of the Complainant : Ms. Asma d/o. Ghulam Hussain, R/o. Pir 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 ARREARS OF FAMILY PENSION.**

THE COMPLAINT

Ms. Asma, in her complaint dated 17.06.2022, mentioned that her late father, Ghulam Hussain, was an employee of KW&SC. Since his passing, she has been receiving family pension regularly. However, there are some pending dues related to her pension that are currently being held in the KW&SC cheque section. She stated that she has been visiting the KW&SC office for last one year and has also submitted an application to the Managing Director, KW&SC, but no action has been taken. 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. 3,37,158/- is payable. 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