



## **DECISION**

Complaint No. : POS/9179/2023/65/G

Name and address of the complainant : Mr. Naseer Masih,  
R/o. House No.22, Street No.15, Mohallah Mir Khan Brohi Goth,  
Oppo. Sector 35-C, New Lyari, Taiser Town, Karachi.

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

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)  
Consultant-G

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **ALLEGED DELAY IN PAYMENT OF G.P FUND, PENSION, GRATUITY AND ENCASHMENT OF LPR TO THE COMPLAINANT BY KW&SC.**

### **COMPLAINT**

Mr. Naseer Masih, a retired employee of KW&SC, filed a complaint dated: 14.11.2023 and alleged delay in payment of G.P. Fund, pension, gratuity and encashment of LPR to him after his retirement on 31.12.2022. He, therefore, sought intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted on 27.11.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of an Affidavit on Form "A" and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 05.12.2023 for report and the complainant was also advised to submit an Affidavit on Form "A" which was furnished by him later-on.
3. After follow up, the Director Accounts, KW&SC vide letter dated: 16.10.2024 informed that all outstanding service dues have been paid to the complainant and the matter is resolved.
4. The complainant vide his letter dated: 22.11.2024 confirmed that all his service dues amounting to Rs.2,218,556/- have been paid to him and his grievance has been resolved. He thanked for redressal of his grievance and requested to close the case.

### **FINDINGS**

5. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 22.11.2024. Hence, no further action is required.

### **DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd/-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 20th December, 2024