



DECISION

Complaint No.	:	POS/1906/2022/KM (W)
Name and address of the complainant	:	Mr. Nasir Khan, Flat NO. M-101, Block-M, Labor Square, SITE Area, Karachi.
Name of the Agency Complained against	:	Karachi Water & Sewerage Corporation (KW&SC)
Name & Designation of Investigating Officer	:	Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (West).
Vetted by	:	Mr. Muhammad Naseer Jamali, Advisor-N
Subject	:	<u>COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT.</u>

Mr. Nasir Khan filed a complaint dated 05.04.22 wherein he stated that he was working as Helper in KW&SB. He retired from service in 2020 and his service dues have been worked out at Rs. 2,096,429/- but the same have not been paid to him by the agency. Aggrieved by that, he 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, other relevant documents and by condoning the delay.
3. This office issued a notice dated 29.04.2022 to the Director (F&A), KW&SC, Karachi for report, followed by multiple reminders. Finally, the Accounts Officer (Books) Finance Department, KW&SC Karachi informed vide letter dated 16.07.2025 that the complainant has been paid all admissible service dues, amounting to Rs. 2,069,429/-.
4. The complainant appeared before Investigation Officer on 28.07.2025 and filed a written statement that he has been paid his service dues and his grievance has been redressed.

FINDINGS

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

DECISION

6. 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 up to date), the instant 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 29th August, 2025

