



DECISION

Complaint No. : POS/148/KE/14/2023

Name and Address of the Complainant : Mr. Muhammad Rashid Khan, Rtd Dy. Director, R/o. Flat No. A-19, Abdullah Apartment, Block-16, Gulshan-e-Jauhar, 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 SERVICE DUES INCLUDING FOUR MONTHS ARREARS OF PENSION TO COMPLAINANT WHO RETIRED ON 14.04.2022.**

THE COMPLAINT

Mr. Muhammad Rashid Khan in his complaint dated 27.12.2022 stated that he retired on 14.04.2022 from the Karachi Water & Sewerage Corporation (KW&SC). In the initial 4 months, he did not get pension, which has been started from August 2022. However, his post retirement dues i.e. i) GP Fund, ii) Gratuity, iii) Leave encashment & iv) Pension arrears of 4 months are still pending for which he have been requesting to the authority concerned but no positive response has been received. He, 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, Superintendent Books, KW&SC vide letter dated 30.05.2023 reported that outstanding payment to the complainant has not been paid due to financial crunch and other extreme essential expenditures of KW&SC. Subsequently, Mr. Syed Wajid Ali, Superintendent, KW&SC, appeared before the Investigating Officer on 20.06.2023 and informed that the competent authority of KW&SC has decided to release 25% of balance amount to the retired employees whose complaints are under process at Ombudsman Regional Office, Karachi East before 30.06.2023.

3. In order to expedite payment of service dues to the complainant the matter was constantly pursued with the Agency and as a result it kept releasing payments in installments.

4. At last, the complainant vide letter dated 19.02.2024 intimated that he has received a substantive amount of Rs. 25,00,000/- from the KW&SC, leaving a little amount as balance dues. He extended gratitude to this Institution for assistance and hoped that remaining amount will be paid by the KW&SC in due course of time. He requested to close the proceedings.

FINDINGS

5. As a result of intervention and constant pursuance by this institution, complainant received a major portion of his service dues.

DECISION

6. In view of above, the complaint is disposed of as redressed. However, the Managing Director / CEO, Karachi Water & Sewerage Corporation, is directed to release remaining service dues to the complainant within 60 days under intimation to this office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 20-03-, 2025

