



## DECISION

Complaint No. : POS/1033/2024/03/G

Name and address of the complainant : Mr. Imtiaz Hussain Khatri,  
R/o. H. No. 7423, Street No.4, Nayabad, 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 : **DELAY IN PAYMENT OF PENSION / SERVICE DUES TO THE COMPLAINANT.**

### COMPLAINT

Mr. Imtiaz Hussain Khatri, a retired employee of KW&SC, filed a complaint on 22.02.2024 and alleged delay in payment of pension / service dues. He approached KW&SC authorities in this regard, but all in vain. He, therefore, sought intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted on 01.03.2024 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 11.03.2024 for report.
3. After follow up, the Director Accounts KW&SC reported vide letter dated: 20.02.2025 that all the payments amounting to Rs.3,104,268/- pertaining to service dues have been made to the complainant and the matter is resolved.
4. The complainant confirmed with thanks the receipt of the payment and requested to close the case.

### FINDINGS

5. Due to intervention of this Institution, the complainant's outstanding dues have been cleared by KW&SC on 20.02.2025.

### 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: 12<sup>th</sup> March, 2025