



DECISION

Complaint No. :
Name and address of the complainant : POS/03/KM/KW
Name of the Agency Complained against : Mst. Tahira Nasreen wd/o Ilyas Masih,
R/o H.No.782, Sector 14/C, Bilal Colony, Orangi Town, Karachi.
Name & Designation of Investigating Officer : Managing Director, Karachi Water & Sewerage Corporation (KW&SC), Karachi.
Vetted by : Mr. Aftab Ahmed Khatri,
Regional Director, Regional Office, Keamari (West).
Subject : Muhammad Naseer Jamali, Advisor-N

**COMPLAINT AGAINST KW&SC ALLEGING
INORDINATE DELAY IN PAYMENT OF SERVICE DUES
TO THE COMPLAINANT.**

COMPLAINT

Mst. Tahira Nasreen filed a complaint dated 20.05.2024 wherein she stated that her late husband, Ilyas Masih was an employee of Karachi Water & Sewerage Corporation who died after retirement from service. The KW& SC had calculated the service dues amounting to Rs. 680,630/- and approved it on 09.11.2021. Since then, she is approaching the agency for payment of service dues but to no avail. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s.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" and other relevant documents and by condoning delay.
3. This office issued notice to the Managing Director, KW&SC for report vide letter dated 04.06.2024. In response, the Accounts Officer (Books) KW & SC informed vide letter dated 26.06.2024 that due to the financial crises of KW&SC, the payment of service dues will be made to the complainant on availability of funds. He submitted the figure of outstanding service dues payable to the complainant, amounting to Rs.2,031,384/- including arrears of family pension.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 02.07.2024. The complainant appeared before Investigation Officer, Keamari (West) on 05.11.2024 and filed a written statement that her grievance has been redressed on the intervention of this Institution.

FINDINGS:

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

DECISION

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the province for Sindh Act 1991 (amended upto date), the 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 20th December-2024