



DECISION

Complaint No. : POS/664/2022/10/ KHS

Name and address of the complainant : Mr. Muhammad Hassan, Retd Sr. Clerk, R/o. A-10, Awan Estate, Frere Town, Karachi South.

Name of the Agency Complained against : Karachi Water and Sewerage Corporation

Name & Designation of Investigating Officer : Syed Maqsood Haider
Director, Regional Office South Karachi.

Vetted by : Rehana Ghulam Ali Memon
Advisor-H

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT, RETIRED ON 02-03-2021.**

THE COMPLAINT:

Mr. Muhammad Hassan filed a complaint on 04-02-2022, stating that he retired from service as Senior Clerk, Canal Maintenance Division, Karachi Water & Sewerage Corporation on 02-03-2021. Despite the lapse of considerable time, he has not been paid his Gratuity, Leave Preparatory To Retirement (LPR) dues, and Pension arrears. He solicited the Provincial Ombudsman Sindh's intervention in this matter.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning delay. The matter was referred to the agency for comments/report.
3. In response, the Accounts Officer (Books), Karachi Water & Sewerage Corporation, submitted a report vide a letter dated 07-05-2024, stating that due to severe financial constraints, KW&SC was unable to make full payments in lump sum to Mr. Muhammad Hassan, Senior Clerk (Employee No. 012332-7) who retired from service on 02-03-2021. Now the department has adopted a policy to disburse payments gradually on a First come, first served (FIFO) basis, depending on the availability of funds in different heads. Mr. Muhammad Hassan, Senior Clerk (Employee No. 012332-7), has been paid Rs. 13,62,615/- upto 30.06.21 and remaining amount will be released on the availability of cash flow.
4. Later, on constant persuasion of this secretariat remaining amount was also paid to the complainant. On receiving his last payment in June, 2025, Mr. Muhammad Hassan, in his letter dated 14-07-2025, confirmed that he has received the complete payment of all outstanding service dues from the Karachi Water & Sewerage Corporation, appreciated the efforts of POS and requested to close the case.

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FINDINGS:

5. The complainant, retired in March, 2021, received full pension dues by June, 2025 in installment due to financial constraints faced by KW&SC.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz PAS
Ombudsman, Sindh

Karachi, dated 30th July, 2025

