



DECISION

POS/4272/2023/KC

Complaint No. :

Name and address
of the complainant :

Mst. Khan Bibi,
R/o. House No. C-1272, Azizabad, F.B. Area, Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT OF
HER DECEASED HUSBAND WHO EXPIRED ON 03-09-2021.**

COMPLAINT

Mst. Khan Bibi filed a complaint on 07.06.2023 stating that her husband Mr. Ghulam Hussain who was serving as Chowkidar (BPS-02) in Karachi Water & Sewerage Corporation (KW&SC) retired from service on 01.07.2020 and passed away on 03.09.2021. After his death, family Pension was being paid to her but despite her repeated approaches, to the concerned authorities the amount of Gratuity and other service dues have not been paid to her. She, therefore, solicited our intervention for payment of the same.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended-2020), by condoning the delay and subject to the submission of Affidavit on Form-"A". After submission of the required document by the complainant, the matter was referred to the Agency. After series of notices/reminders, Director Accounts, KW&SC vide his letter dated 03.07.2024 intimated payment of Rs.285,960/= on account of LPR to the complainant in the month of May, 2024.

3. The complainant vide her letter dated 30.05.2024 stated that after payment of Rs.285,960/= to her, an amount of Rs.11,41,308/= was still outstanding towards the department viz KW&SC and requested to get it paid as well. She vide her another letter dated 21.01.2025 stated that except Gratuity, she has received all the dues and requested for early payment of the same.

FINDINGS

4. I have examined the case and observed that:-

- i. Non-Payment of all service dues to the complainant of her deceased husband even after passage of a considerable period of time is in-justice to her.

Continue page 2

(2)

- ii. Inordinate delay in payment of all service dues well in time is tantamount to mal-administration on the part of the Agency.

DECISION

5. In view of the above, I, in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991 (amended upto date), do hereby direct the Chief Executive Officer (CEO), Karachi Water & Sewerage Corporation (KW&SC) to ensure payment of outstanding dues to the complainant inside 45 days hereinafter without fail and report compliance to me accordingly.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated: 2nd February, 2025

