



DECISION

Complaint No. : POS/8102/KE/456/2022

Name and Address of the Complainant : Mst. Shahnaz Wd/o. Bola Khan, Village Pir Sarhandi, Bin Qasim Town, Malir, Karachi.

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

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **INORDINATE DELAY IN ISSUANCE OF CHEQUE TOWARDS ARREARS OF FAMILY PENSION OF THE COMPLAINANT.**

THE COMPLAINT

Mst. Shahnaz, in her complaint dated 09.12.2022, stated that she has been receiving family pension from KW&SC for the past 15 years. However, some arrears of her pension have been pending in the Cheque Section of KW&SC since last one year. Despite her repeated visits to the office, the matter has remained unresolved. She stated that she has also submitted several applications to the Managing Director of KW&SC, but unfortunately, no action has been taken to address her concerns. She, 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, Accounts Officer, Books Section, KW&SC vide letter dated 06.09.2024 reported that complainants outstanding dues on account of arrears of pension amounting to Rs. 443897/- are unpaid due to financial crises prevailing in the KW&SC. However, such dues will be paid as and when the financial position of KW&SC improves.

3. In order to expedite the matter the investigating officer fixed the case for hearing on 07.10.2024 when Mr. Irfan Hameed Mirza, Director F&A and Mr. Shakeel Riaz, Accounts Officer, KW&SC appeared. During the course of hearing they explained what hindered in settling dues of complainants' pension arrears of Rs. 443897/-, pending since 06.10.2021. However, they assured that outstanding dues will be settled shortly. Subsequently, the Director F&A, KW&SC vide letter dated 21.11.2024 reported that complainant's dues have been cleared on 18.11.2024.

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4. Copy of the agency's report was sent to the complainant for rejoinder, but she failed to respond despite repeated efforts, which implies that complainant was satisfied after reported redressal of her grievance.

FINDINGS

5. As a result of intervention and constant pursuance by this institution, complainant's grievance has been resolved.

CONCLUSION

6. In view of the above, the complaint is disposed of as redressed.



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

Karachi, dated 27th January, 2025

