



DECISION

Complaint No. : POS/1137/TTA/07/2024

Name and address of the complainant : Mr. Mohammad Yaqoob s/o Usman,
C/o . Noor Mohammad Jokhio, Jokhia Mohallah,
Gharo No. 01. Taluka & District Thatta.

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

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui
Regional Director, Thatta.

Vetted by : Mr. Shahid Ahmed Hashmi
Consultant-Legal

Subject : **PENDING SETTLEMENT OF LPR, GP FUND ETC FOR
LAST THREE YEARS.**

THE COMPLAINT:

Mr. Mohammad Yaqoob s/o Usman filed a complaint on dated 27.02.2024 against Karachi Water & Sewerage Corporation regarding delay in payment of service dues to him since his retirement on 13.12.2022. Having failed to pursue the matter with the agency, he approached this office for redressal of grievance.

PROCEEDINGS:

2. The complaint was admitted. The matter was taken with the Deputy Managing Director, Karachi Water & Sewerage Corporation. In response Deputy Managing Director, Karachi Water & Sewerage Corporation vide report dated 09.09.2024 stated that all the dues amounting to Rs. 372,801/- have been paid to the complainant, on 06.09.2024.

REJOINDER:

3. Rejoinder was called. The Complainant appeared in person on 10.09.2024 and confirmed about receiving of his outstanding settlement. He thanked this institution for its assistance.

FINDING:

4. The grievance of the complainant has been addressed, leaving no amount outstanding on the part of the agency.

DECISION:

5. In view of the above, the complaint stand disposed of as redressed.

Given under my hand & seal of office.



Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh

Karachi Dated 30th June, 2025