



DECISION

Complaint No.	: POS/5473/2024/60/DG-II
Name and address of the complainant	: Mr. Muhammad Ismail, R/O H.No.78, Street No. 02, Sector-D, M. T. Khan Road, Sultanabad, Karachi.
Name of the Agency Complained against	: Karachi Water and Sewerage Corporation
Name & Designation of Investigating Officer	: Dr. Imtiaz Bhatti Director General-II
Vetted by	: ALLEGED DELAY IN PAYMENT OF SERVICE DUES / GRATUITY TO THE COMPLAINANT WHO RETIRED ON 25.02.2020. REQUEST FOR INTERVENTION.
Subject	

1. THE COMPLAINT:

Mr. Muhammad Ismail filed a complaint on 19-11-2024 regarding the alleged delay in payment of Service Dues / Gratuity to him, after he retired on 25.02.2020. The complainant, therefore, solicited our intervention.

2. THE PROCEEDINGS:

- (i) Report was called from the KW&SC on 28.11.2024.
- (ii) In response, the Accounts Officer (Books), Finance Department, KW&SC submitted a report on 20.02.2025 that the complainant's dues have completely paid and the matter of the complainant has been resolved.
- (iii) Thereafter, the complainant submitted a rejoinder wherein he confirmed receipt of the remaining service-related dues of Rs. 8,50,000/. He also expressed his appreciation to the office of Ombudsman for the intervention, which facilitated the release of the said dues and he requested that the case be closed.

3. FINDINGS:

I have examined the case file, perused the relevant correspondence, reports and rejoinders, and observed that the complainant raised the issue regarding delay in payment of his remaining service dues. The complainant informed that the Agency has now resolved the complaint and expressed his full satisfaction.

4. DECISION:

In view of the above, I hereby declare that the complaint stands resolved and consigned to record.

Given under my hand and seal of office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz PAS
Ombudsman, Sindh
Karachi, dated 22nd October, 2025