



DECISION

Complaint No. : POS/316/2019/KHE/ADV-S

Name and address of the complainant : Mr. Shamim Ahmed Siddiqui,
C-15, Block-16, Gulistan-e-Jauhar, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of Investigating Officer : Syed Hashim Raza Zaidi,
Advisor-S.

Subject : DELAY IN REPAIR OF DAMAGED WATER & SEWERAGE PIPE-
LINES PASSING NEAR THE PLOT NO. 6-B, DEH SONGAL,
SCHEME-33, NEAR JAMALI BRIDGE.

THE COMPLAINT:

Mr. Shamim Ahmed Siddiqui filed a complaint on 07.08.2019 stating that due to non-repair of damaged Water & Sewerage Pipe Lines near plot No. 6-B, Deh Songal, Scheme-33, Near Jamali Bridge, Super Highway, Karachi a pond of dirty water has formed there. In this regard, he personally visited the concerned authorities of KW&SC who promised to resolve his problem but to no avail. He, therefore, solicited our intervention in the matter.

PROCEEDINGS:

2. The case was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) subject to submission of Affidavit on Form 'A'. The complainant has failed to submit required Affidavit.

3. Notice was issued to Managing Director, KW&SB vide dated 30.08.2019 followed by reminders. In response, the Executive Engineer, Scheme-33 (Sew), KW&SB in his letter dated 03.12.2019 informed that he has deputed the field staff to resolve the problem immediately. After their efforts there is no any pool of dirty water in the subject area and complainant also appreciated the repair work. However, a Trunk Main line is passing through that location which is leaking. The reply was sent to the complainant for rejoinder vide this office letter dated 02.01.2020.

4. The complainant in his letter dated 16.11.2020 informed that the condition is now getting worsened and the water is still being drained on his plot. He also enclosed a photograph as an evidence and requested to resolve the issue at the earliest.

5. The matter was again taken up with the agency vide letter dated 14.06.2024. During the hearing held on 28.08.2024 the representative Mr. Ramesh Lal, Executive Engineer (Sew), KW&SC, Gulistan-e-Jauhar appeared and informed that the concerned officer has resolved the issue of the complainant. The complainant was contacted on his given cell number who confirmed the report of the agency and also submitted his letter dated 29.08.2024 stating therein that the problem has been resolved and requested to close the matter.

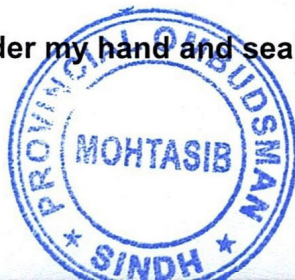
FINDING:

6. Since the problem of the complainant is resolved, no further proceeding is required by this institution.

DECISION:

7. In view of the above facts, the complaint stands disposed of as redressed.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh,

Karachi, dated: 22nd January, 2025.