



DECISION

Complaint No. : POS/3749/KE/257/2023

Name and Address of the Complainant : Mr. Imtiaz Ahmed Qureshi, R/o. B-63/7, Gulistan-e-Jauhar, Karachi.

Name of the Agency Complained against : KW&SC / DMC East

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

Subject :- **COMPLAINT REGARDING BLOCKAGE / CHOKED SEWERAGE NALLAH, NEAR PARTITION OF BLOCK 7&8, GULISTAN-E-JAUHAR.**

THE COMPLAINT

Mr. Imtiaz Ahmed Qureshi, in his complaint dated 26.06.2023, stated that the main water supply line in his residential area is completely submerged in sewage water, causing contamination of the water supply. He mentioned that the Nalla located in Block 7 & 8, Gulistan-e-Jauhar, Karachi, is completely choked, and the water pipeline was apprehended to get submerged within it. As a result, sewage water might get mixed with the main water supply causing contamination, leading to health hazards. He, therefore, solicited our 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, the Senior Director, Municipal Services, DMC vide letter dated 12.10.2023 informed that concerned Inspector of his department visited the location along with the complainant and it appears that the Nallah in question is running smoothly but one water supply valve of KW&SC is installed in the Nallah, which is creating hurdles in smooth flow of sewerage water.

3. Subsequently, the complainant vide his letter dated 13.12.2023 informed that his complaint has been resolved by the KW&SC by cleaning the Choked Nallah. He also extended gratitude to this Institution.

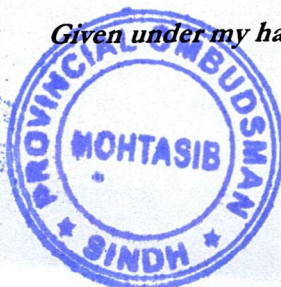
FINDING

4. As a result of intervention and pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

5. In view of above, the complaint is disposed of as redressed. This also disposes of complaint bearing No. POS/4456/KE/302/2023 filed by the same complainant being identical in nature.

Given under my hand and seal of the office



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

Karachi, dated 23-04-2025