



## DECISION

Complaint No. : POS/3790/2023/37/G

Name and address of the complainant : Mr. Fayyaz Bashir,  
R/o House No-07, Sector-F, near Khatam-e- Nabuwat,  
Chowk, Manzoor Colony, Karachi.

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

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)  
Consultant-G

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **ALLEGED NON-SUPPLY OF PIPED WATER TO STREET NO.16, SECTOR-F, MANZOOR COLONY, KARACHI.**

### COMPLAINT

Mr. Fayyaz Bashir, filed a complaint, received through office of Wafaqi Mohtasib, dated: 15.05.2023 wherein he alleged non-supply of piped water to street No.16, Sector-F, Near Khatam-e-Nabuwat Chowk, Manzoor Colony, Karachi as there are illegal water connections which prevent the downstream flow of water. He, therefore, sought our intervention for resolution of the problem.

### PROCEEDINGS

2. The complaint was admitted on 01.06.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), and by condoning the delay, subject to submission of original signed complaint addressed to Ombudsman Sindh, copy of CNIC and Affidavit on Form "A". The complainant was asked to furnish required documents vide this office letter dated: 14.06.2023, but he failed to submit the same despite repeated notices. The matter was also taken up with the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 14.06.2023 for report.
3. After continued follow up, the Executive Engineer (W-I), Jamshed Town, KW&SC vide his letter dated: 26.12.2023 informed that the complainant was advised to submit the supporting documents of illegal water connections to resolve his issue, but he did not respond.
4. The agency's report dated: 26.12.2023 was forwarded to the complainant for his rejoinder vide this office letter dated: 02.01.2024 followed by reminders, but he did not respond.

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**FINDINGS**

5. Since, the complainant did not submit Affidavit on Form "A", which is a mandatory requirement and has also failed to provide supporting documents related to his complaint to the agency, therefore, it is presumed that he does not want to pursue his case further.

**DECISION**

6. In view of the above, the complaint is closed on account of non-solemn Affirmation by the complainant.

*Given under my hand and seal of office.*

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 21<sup>st</sup> November, 2024

