



DECISION

Complaint No. : POS/4824/KE-272/2022

Name and address of the complainant : Mr. M. Salimullah Shaikh,
R/o. House No. 1/38, St No.1,
Mehran Depot, Model Colony, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Director, Regional Office, Korangi, Karachi

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

Subject : **ALLEGED INACTION ON THE COMPLAINTS REGARDING OVERFLOWING AND ACCUMULATION OF SEWERAGE CAUSING PROBLEMS TO THE RESIDENTS.**

COMPLAINT

Mr. M. Salimullah Shaikh, filed a complaint on 08.09.2022 against KW&SC alleging inaction on his representations made regarding overflowing of sewerage around his house causing problems in mobility as well as damage to the property. Moreover, he had also complained against short supply of potable water despite payment of bills regularly, resultantly he had to purchase water through water tankers.

PROCEEDINGS

2. The complaint after admission was referred to KW&SC for report / comments. Hearing was also fixed on 21.01.2023 where Mr. Abdul Qadir, Assistant Executive Engineer (Sew), KW&SC, deposed that issue of overflow of sewerage line was resolved. However, additional ring and cover was being arranged upon request of the complainant for another manhole situated at little distance from his house.
3. As far as the issue of short supply of piped water is concerned, a hearing was held on 05.07.2023 wherein the Executive Engineer (Water) stated that due to seasonal low supply from Bulk Division, the pressure of water supply was low and the complainant's area was situated at tail end. It was therefore, suggested that test pits in cantonment area be carried out to repair the affected / damaged water line.
4. After constant follow up, the Executive Engineer (Sew) KW&SC, Model Zone, vide report dated: 16.08.2023 reported that new sewerage line laid in the area of complainant and now there was no problem of overflow. The Executive Engineer (Water), KW&SC, Model Zone, appeared before the Investigating Officer alongwith report dated: 30.08.2023 stating that repair of lines was almost complete and as such the problem of contaminated water would be resolved soon and the complainant would get proper supply of water at the earliest.

5. Later-on, the Executive Engineer (Sew), KW&SC, Model Zone, filed another report dated: 12.09.2023 supported by photographs informing that complainant is getting potable water regularly now. Thus the complaint has been completely resolved.
6. The complainant was advised to corroborate the reports of the agency vide letters dated: 07.09.2023, 11.12.2023, 02.01.2024 and 13.02.2024 respectively but he did not respond.

FINDINGS

7. It appears that after resolution of his problem, the complainant has lost interest in pursuing his case, therefore, no further action is required by this Institution.

DECISION

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

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 7th February, 2025