



DECISION

POS/4213/2024/KC

Complaint No. :

Name and address
of the complainant :

Mr. Kashif Kareem Khan,
R/o House No. A-216, Block-I, North Nazimabad, Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**COMPLAINT AGAINST OVERFLOW OF SEWAGE DUE
TO CHOKED SEWERAGE LINE IN BLOCK-I, NORTH
NAZIMABAD, KARACHI.**

COMPLAINT

Mr. Kashif Kareem Khan filed a complaint on 13.09.2024 regarding overflow and accumulation of sewage/filth near Madni Masjid and Masjid-e-Aisha, Block-"I", North Nazimabad, Karachi due to choked sewerage line causing severe problems to the residents of the area. He reported the matter to the concerned departments but to no avail and, therefore, solicited our intervention for the resolution of the problem.

PROCEEDINGS

2. The complaint was examined and admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), by condoning the delay and upon submission of Affidavit on Form-"A" by the complainant, the matter was taken up with the Agency.
3. In response, the Executive Engineer (Sewerage), Karachi Water & Sewerage Corporation (KW&SC), North Nazimabad Town, Karachi vide letter dated 03.12.2024 informed that necessary action had been taken to resolve the problem. Now there was no overflow/accumulation of filth in the said area and the complainant has also expressed his satisfaction over existing situation. He added that the concerned Supervisor recently visited the area and did not find any overflow. He also submitted photographs in support of his claim.
4. The official of Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Karachi Central also inspected the area in question on 10.01.2025 and observed that there was no overflow/accumulation of sewage.

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5. The report of the Agency was sent to the complainant for rejoinder but he did not respond. Later on he was contacted on his cell phone on 16.04.2025 wherein he confirmed resolution of the problem.

FINDINGS

6. Intervention of this institution has resolved the problem, hence no further proceeding is required in the matter.

DECISION

7. In view of the above, the case stands redressed and disposed of accordingly.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, the 16th June, 2025

