



DECISION

Complaint No. : POS/75/2024/KM/KW

Name and address of the complainant : Mr. Muhammad Hanif, House No. B370/4, Metroville-I, SITE, Karachi.

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

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri,
Director, Regional Office, Keamari (West).

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N

Subject : **COMPLAINT AGAINST KARACHI WATER & SEWERAGE CORPORATION ALLEGING ISSUING WATER BILLS WITHOUT SUPPLY OF POTABLE WATER TO THE COMPLAINANT.**

COMPLAINT

Mr. Muhammad Hanif filed a complaint dated 02.01.2024 wherein he stated that he resides in the area of Metroville-I SITE Karachi since last 40 years. The KW&SC issues water bills for payment but the agency has failed to supply piped water to him. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

1. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory affidavit on Form 'A', other relevant documents and by condoning the delay.
2. This office issued notice dated 12.02.2024 to the Managing Director, KW&SC and concerned Executive Engineer (Water) for report, followed by reminders. The Executive Engineer, SITE Town (Water) informed vide letter dated 28.10.2024 that the matter pertains to the Deputy Director (Tax) SITE Town, Karachi.
3. This office issued notice dated 12.11.2024 to the Deputy Director (Tax) SITE Town, Karachi for report. The complainant appeared before Investigation Officer, Keamari on 27.11.2024 and filed a written statement to close further proceedings on his complaint and requested to withdraw his complaint.

DECISION

5. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the province for Sindh Act 1991 (amended upto date), the complaint is disposed of as withdrawn.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated 28th January-2025