



## **DECISION**

Complaint No. : POS/9924/2023/KC

Name and address of the complainant : Mr. Muhammad Jawed,  
R/o. House No. 1315/3, Baitul Hawa Manzil,  
Siddiqabad No.3, Federal B. Area, Karachi.

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

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,  
Director, Regional Office, Karachi (Central)

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

Subject : **NON-SUPPLY OF PIPED WATER TO HOUSES NO.1311 TO 1329, SIDDIQABAD NO.3, FEDERAL B. AREA, KARACHI.**

### **COMPLAINT**

Mr. Muhammad Jawed, filed a complaint on 20.12.2023 and alleged non-supply of piped water to houses No. 1311 to 1329, Siddiqabad No. 03, Federal-"B" Area, Karachi. He approached the KW&SC authorities several times in that regard, but to no avail. He, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning the delay and subject to the submission of Affidavit on Form-"A". After submission of the required document by the complainant, the matter was referred to the agency. After series of letters written to the agency, the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC) vide his letter dated: 04.09.2024 informed that the problem of the complainant has been resolved.
3. Later-on, the complainant vide his letter dated: 09.09.2024 confirmed that water was being supplied to the said houses regularly. He, therefore, requested to close the case.

### **FINDINGS**

4. After resolution of the problem, no further action is required by the institution of Provincial Ombudsman Sindh.

### **DECISION**

5. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 07<sup>th</sup> October, 2024