



## **DECISION**

Complaint No. : POS/2378/2022/KC

Name and address of the complainant : Mr. Usama Khan,  
H. No. A-60/12, Gulberg, F.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 : **FAILURE TO SUPPLY POTABLE WATER TO  
GULBERG, BLOCK-12, F.B. AREA, KARACHI.**

### **COMPLAINT**

Mr. Usama Khan, filed an online complaint on 28.04.2022 and alleged that piped water is not being supplied to Gulberg, Block-12, Federal "B" Area, Karachi since last two years. For that, he reported the matter to the Karachi Water & Sewerage Corporation (KW&SC) several times but to no avail. Therefore, he solicited our intervention for the resolution of his problem.

### **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 complaint addressed to the Ombudsman Sindh alongwith copy of CNIC and Affidavit on Form "A". After fulfillment of required formalities by the complainant, the matter was referred to the KW&SC. In response, the Executive Engineer (Water), KW&SC, Gulberg Town, Karachi vide his letter dated: 25.10.2023 stated that whenever water is supplied with required pressure from the main system, the said area also gets sufficient supply of water. Later on, the Executive Engineer (Water) vide his subsequent letter dated: 03.07.2024 intimated that the problem of complainant has been resolved.
3. The complainant vide his letter dated: 31.07.2024 confirmed that his problem has been resolved. He thanked this institution for its support and requested to close his case.

### **FINDINGS**

4. After resolution of the complainant's problem, no further action is required.

### **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; 26<sup>th</sup> August, 2024