



DECISION

Complaint No. : POS/3152/KR-68/2024

Name and address of the complainant : Mr. Muhammad Naveed,
R/o. House No. L-18, Sector 41-B,
Near Kashti Wali Building, Korangi No.2 ½, 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 : **SEVERE SHORTAGE OF PIPED WATER TO SECTOR 41/B, KORANGI NO. 2 ½, KARACHI DUE TO MAL-PRACTICES OF VALVE MEN.**

COMPLAINT

The Wafaqi Mohtasib, Regional Office Karachi, forwarded the complaint of Mr. Muhammad Naveed on 04.07.2024 against KW&SC alleging inaction on his representations made regarding short supply of piped water to sector 41/B, Korangi No. 2½, Karachi.

PROCEEDINGS

2. The complaint was provisionally admitted subject to submission of original signed complaint, Affidavit on Form-A and copy of CNIC, which he submitted later-on. Thereafter, the matter was referred to KW&SC for report/comments.
3. In response, the Executive Engineer (Water) KW&SC, Korangi Town, vide letter dated: 06.11.2024 reported that the complaint regarding short supply of piped water has been resolved and the complainant is now getting water as per schedule.
4. The complainant was advised to corroborate the report of the agency vide letter dated: 14.11.2024 followed by reminders dated: 02.12.2024 and 20.12.2024 but he did not respond.

FINDINGS

5. 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

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

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 10th February, 2025