



DECISION

Complaint No. : POS/3859/2024/34G

Name and address of the complainant : Hafiz Bashir Ahmed,
R/o. House No. A-27, Block-2, Near Masjid Tayaba,
Rangers Wali Gali, PECHS, Karachi.

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

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)
Consultant-G

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

Subject : **COMPLAINT REGARDING NON-REPLACEMENT OF WATER AND SEWERAGE PIPE LINES BY KW&SC WHICH IS CAUSING CONTAMINATION OF PIPED WATER.**

COMPLAINT

Hafiz Bashir Ahmed, filed a complaint on 27.08.2024 and alleged non-replacement of old water and sewerage pipes in block-2, near Masjid Tayaba, PECHS, Karachi which is causing contamination of piped water. In this connection, he approached the KW&SC authorities several times but the problem is yet not resolved. He, therefore, solicited our intervention for resolution of the problem.

PROCEEDINGS

2. The complaint was admitted on 10.09.2024 under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of complaint addressed to the Provincial Ombudsman Sindh, copy of CNIC and Affidavit on Form "A", which he submitted in the office. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 25.09.2024 for report.
3. After constant follow up, the Executive Engineer, (W-I), Jasmhed Town, KW&SC vide his letter dated: 18.12.2024 informed that the pipe lines have been changed and complainant's grievance has been redressed.

FINDINGS

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide his letter dated: 18.12.2024. Hence, 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.



Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated: 4th February, 2025