



## **DECISION**

Complaint No. : POS/5016/2024/53/G

Name and address of the complainant : Mr. Muneeb Zafar,  
R/o. House No. 613, PIB Colony,  
Near Khatri Masjid, 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 : **ALLEGED NON-SUPPLY OF PIPED WATER TO HOUSE OF THE COMPLAINANT.**

### **COMPLAINT**

Mr. Muneeb Zafar, filed an online complaint received through Wafaqi Mohtasib on 02.10.2024 regarding non-supply of piped water to house No. 613, PIB Colony, near Khatri Masjid, Karachi. He, therefore, sought intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted on 30.10.2024 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 original signed complaint, copy of CNIC, an Affidavit on Form "A" and by condoning the delay which were submitted by him in the office. The matter was also taken up with the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 18.12.2024 for report.
3. While the agency's report was awaited, the complainant vide his letter dated: 30.12.2024 informed that his grievance has been resolved. He further requested to close the case.

### **FINDINGS**

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 30.12.2024. 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: 4<sup>th</sup> February, 2025