

DECISION

Complaint No. :

POS/2753/2022/KC

Name and address
of the complainant :

Syed Akhter Hussain Zaidi,
R/o. House No. 44/A, Muhammad Talib Colony,
Liaquatabad No. 01, Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED NON-SUPPLY OF WATER SINCE LAST 09 MONTHS TO
MUHAMMAD TALIB COLONY, LIAQUATABAD NO. 01,
KARACHI.**

COMPLAINT

Syed Akhter Hussain Zaidi filed a complaint on 23.05.2022 regarding non-supply of water to four streets of Muhammad Talib Colony Liaquatabad No.01, Karachi where he was residing. He approached the authorities of Karachi Water & Sewerage Corporation (KW&SC) in this regard but the problem exists due to supply of water with low pressure. Therefore, he solicited our intervention for the resolution of the 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 2020) by condoning the delay. After fulfillment of required codal formalities by the complainant, the matter was referred to the Agency.
3. In response, the Executive Engineer (Water) KW&SC, Liaquatabad Town, Karachi vide letter dated 23.09.2022 stated that potable water was being supplied to the said area as per schedule. However, due to supply of water with low pressure from the main source viz Federal Trunk Main (FTM), sufficient water was not being supplied to the complainant's house and his neighborhood because they are situated at the tail end. The Executive Engineer (Water) vide his subsequent letter dated 01.03.2023 reported that the entire area in question was getting potable water as per schedule and the problem has been resolved.
4. The report of the Agency was forwarded to the complainant for his rejoinder vide this office letter dated 15.03.2023 followed by four reminders. After prolong delay he submitted a letter on 22.11.2023 whereby he stated that due to deaths of his close friend and elder brother he was un-able to peruse his case further and, therefore withdrawing his complaint. When he was contacted on his cell phone he confirmed his statement and requested to close his case.

FINDINGS

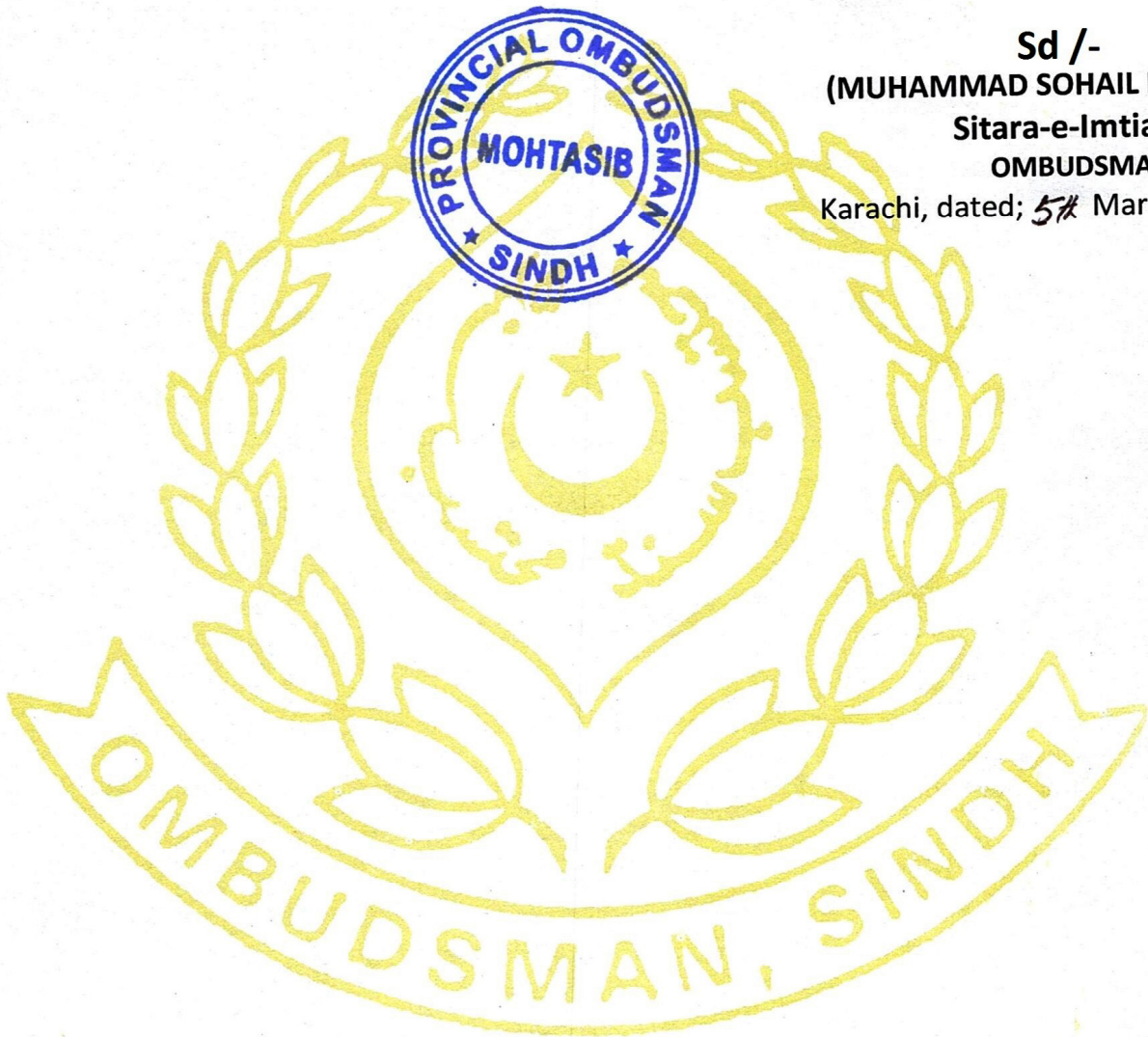
4. Due to withdrawl of his complaint by the complainant, further proceeding in the matter is abated.

Continue page 2

DECISION

5. The case stands disposed of as withdrawn by the complainant.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 5~~th~~ March, 2025