

DECISION

Complaint No. : POS/3626/2024/32/G

Name and address of the complainant : Mr. Muhammad Aqeel S/o. Muhammad Ismail,
R/o. Flat No. 302, Shah Plaza, Street No.2-B, Jumma
Baloch Road, Agra Taj Colony, Lyari, 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 SHORTAGE OF PIPED WATER TO
COMPLAINANT'S RESIDENCE AND REQUEST
FOR NEW CONNECTION FROM MAIN ROAD
LINE, AGRA TAJ COLONY, LYARI, KARACHI.**

COMPLAINT

Mr. Muhammad Aqeel, filed a complaint on 19.07.2024 and alleged shortage of piped water supply to his residence and requested for a new connection from main road line at Shah Plaza, Street No.2-B, Jumma Baloch Road, Agra Taj Colony, Lyari, Karachi. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 29.08.2024 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 to POS, copy of CNIC and Affidavit on Form "A" and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 30.08.2024 for report & the complainant was also advised to submit required documents which was furnished by him later-on.
3. While the agency's report was awaited, the complainant sent a letter dated: 12.02.2025 stating therein that his grievance has been resolved. He further requested to close the case.

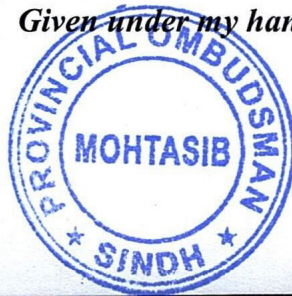
FINDINGS

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 12.02.2025. Hence, no further action is required.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.
6. This also disposes of another complaint bearing No. POS/3415/2024/25/G, filed by the same complainant on the same issue against the KW&SC.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated; 18th March, 2025