



## DECISION

Complaint No.	POS/1724/2018/KHE/ADV-S
Name and address of the complainant	Mr. S.M. Saghir, Honorary Secretary, Abuzer Ghaffari Coop. H. Society, 531, 5 <sup>th</sup> Floor, Mashriq Centre, Near National Stadium, Block-14, Gulshan-e-Iqbal, Karachi.
Name of the Agency Complained against	Karachi Water & Sewerage Corporation (KW&SC)
Name & Designation of Investigating Officer	Syed Hashim Raza Zaidi, Advisor-S.
Subject	<b><u>COMPLAINT AGAINST KW&amp;SC FOR NON-SUPPLY OF POTABLE WATER TO THE COMPLAINANT'S SOCIETY.</u></b>

### THE COMPLAINT:

Mr. S.M. Saghir, Honorary Secretary, Abuzer Ghaffari Cooperative Housing Society Ltd. filed a copy of complaint on 31.05.2018 regarding non-supply of potable water to the complainant's society, situated at Sector 52/A, Scheme-33, Karachi (Opp. Gulshan-e-Maymar) for the last 20 days. Resultantly residents of the society are facing great hardships due to scorching hot days and fasting month. He further stated that the society has been paying bills to KW&SC every month. He, therefore, solicited our intervention in the matter.

### PROCEEDINGS:

2. The case was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) subject to submission of original signed complaint addressed to the Provincial Ombudsman Sindh alongwith an affidavit on Form 'A' with copy of CNIC but complainant did not submit the same despite issuance of several reminders.
3. The matter was referred to the Agency for report vide this office letter dated 20.06.2018 followed by multiple reminders but no response was received. Finally, a letter dated 08.04.2025 was issued to the concerned officer of KW&SC for submission of report by 17.04.2025, in response, Executive Engineer (W), KW&SC, Sohrab Goth Town, Scheme-33 in his letter dated 08.04.2025 informed that he has visited the site/society and found that water line was broken, now the water line has been repaired and problem resolved and supply have been restored. He also enclosed a copy of letter dated 15.04.2025 of the Honorary Secretary of the Society as an evidence.
4. A copy of the Agency's report was sent to the complainant vide this office letter dated 06.05.2025 for his rejoinder/comments. In response Syed Anwar Saeed, Honorary Secretary, Abuzer Ghaffari, Copp. H. Society Ltd. vide letter dated 12.05.2025 confirmed that issue of supply of water to the society has been resolved and presently there is no shortage of water supply. He thanked the Institution of Provincial Ombudsman Sindh for the resolution of water issue.

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**FINDING:**

5. I have examined the case and noted that:-
- i. The complainant has failed to submit the required mandatory documents, including signed complaint addressed to the POS, Affidavit on Form 'A' and a copy of CNIC.
  - ii. Since the grievance of the complainant's society has been redressed, no further proceeding is required by the Institution of Provincial Ombudsman Sindh.

**DECISION:**

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

**Given under my hand and seal of this office.**

