



## **DECISION**

Complaint No. : POS/3777/KE/287/2024

Name and Address of the Complainant : Mr. Muhammad Hanif, R/o. House No. C-199/11, Block-14, Gulistan-e-Johar, Karachi.

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

Name & Designation of Investigation Officer : Syed Farrukh Hahib  
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT REGARDING ALLEGED  
OVERFLOWING OF SEWERAGE WATER  
NEAR FAMILY PARK BLOCK-14, GULISTAN-  
E-JOHAR CAUSING PROBLEM AND  
CONTAMINATION FOR LAST FOUR  
MONTHS.**

### **THE COMPLAINT**

Mr. Muhammad Hanif and others, in their complaint dated 12.09.2024, stated that they are all residents of Block No. 14, Gulistan-e-Johar, Karachi, living in 600-yard houses. They are facing significant distress due to the overflowing of the sewerage system. The old sewerage line in their area has not been cleaned for a long time, and the newly installed sewerage line was also poorly laid. As a result, sewage water is now flowing into their homes, and the sewage is mixing with the drinking water supply pipelines. Despite submitting multiple complaints to the Karachi Water & Sewerage Corporation (KW&SC), no action has been taken to resolve the issue so far. They therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Executive Engineer (Sew), Gulistan-e-Jauhar, KW&SC vide letter dated 19.12.2024 reported that the overflowing sewerage line has been properly cleared using necessary machinery. Consequently, the sewage flow has normalized, eliminating overflows throughout the affected area. Furthermore, all open manholes have been covered and secured by installing ring slabs and covers.

3. In the meanwhile, the complainant, vide his letter dated 30.12.2024 informed that work has not been completed and KW&SC has fixed only six rings with covers on manholes whereas seven rings with covers were still required to be changed. Moreover, storm water drain was also completely blocked and need to be opened.

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4. In order to expedite the matter the Investigating Officer, fixed the case for hearing on 21.01.2025 when Mr. Ramesh Lal, Executive Engineer, Sewerage, Gulistan-e-Johar, KW&SC and complainant appeared. The complainant furnished list of manholes required to be covered and such list was provided to the Agency with the directions to ensure all such manholes are covered within 30 days.

**FINDING**

5. On the intervention of this Institution, complainant's grievance has been resolved.

**CONCLUSION**

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

*Given under my hand and seal of the office*



**Sd /-**  
(Muhammad Sohail Rajput)  
*Sitara-e-Imtiaz*. PAS  
Ombudsman Sindh

Karachi, dated **13-02-**2024

