



DECISION

POS/6125/KE-586/24

Complaint No. :

Name and Address
of the Complainant :

Mr. Imran Akhtar, R/o. House No. D-144/1, Block-7,
Gulshan-e-Iqbal, Karachi.

Name of the Agency
Complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT AGAINST MANNA PUMPING
OPERATOR WHO IS ALLEGEDLY DEMANDING
BRIBE TO SUPPLY WATER TO AREA OF THE
COMPLAINANT.**

THE COMPLAINT

Mr. Imran Akhtar in his **online** complaint dated 30.12.2024 stated that he is resident of Block-7, Gulshan-e-Iqbal, Karachi. He stated that water supply to his area is regulated through pumping. He alleged that one Pumping Station Operator shows lethargy every time to start water pumps, causing disruption in water supply. He stated that despite multiple complaints to respective officials no action in this matter has been taken. He therefore, solicited intervention of this office to get the matter resolved.

PROCEEDINGS

2. The complaint was **conditionally** admitted 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 and mandatory affidavit on Form "A". Accordingly, the complainant under letter dated 10.01.2025 was advised to complete formalities.

3. Meanwhile, the complaint was also referred to the Agency for comments. In response. Syed Jawad Raza, Sub-Engineer, KW&SC appeared before the Investigating Officer on 19.03.2025 and filed report that due to recent multiple closures the water supply of the area was badly affected, all distribution and branch lines had dried. Since the complainant's area, is also at a higher ground it thus suffered more. He further stated that now the supply has normalized and he has also met with the complainant to ensure that supply to his area is normal.

4. Subsequently, the complainant was contacted on phone, who confirmed that his problem has been resolved. He extended gratitude to this institution for taking prompt action which resulted in redressal of his complaint.

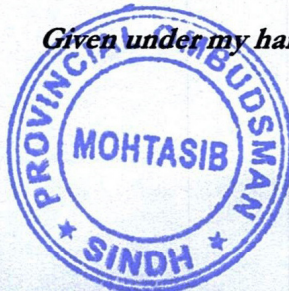
FINDING

5. As a result of timely intervention by this Institution, complainant's grievance has been resolved.

CONCLUSION

6. In view of the above, the complaint is 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 16-06-2025