



DECISION

Complaint No. :

POS/3909/2024/KR-100

**Name and address
of the complainant :**

Mr. Inam ul Hassan, House No.270, Area-1, Korangi No.5, Karachi.

**Name of the Agency
complained against :**

Karachi Water & Sewerage Corporation (KW&SC)

**Name & Designation of
Investigating Officer :**

Mr. Iqbal Nafees Khan
Director, Regional Office, Korangi, Karachi

Subject :-

**ALLEGED INACTION ON COMPLAINTS REGARDING REPAIR OF
SEWERAGE LINE IN THE COMPLAINANT'S NEIGHBORHOOD,
CAUSING INCONVENIENCE TO PUBLIC.**

THE COMPLAINT

Mr. Inam ul Hassan lodged a complaint on 03.09.2024 against the Sewerage Division of KW&SC, alleging inaction by KW&SC on his representations regarding the cleaning and repair of the sewerage line. He, therefore, sought this office's intervention to resolve this problem.

PROCEEDINGS

2. The complaint was examined and admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended). It was referred to the concerned agency for a report. In response, the Executive Engineer (Sewerage), Landhi Town, KW&SC, vide letter No. EE/SEW/LT/DK/KW&SC/2024/240 dated 14.10.2024, reported that the complainant had approached their office regarding the replacement of a damaged manhole located at the corner of his back lane. The manhole has since been replaced, and there are currently no issues of overflow. A confirmation from the complainant was also attached to the report.

3. The complainant, through his letter dated 25.09.2024, confirmed that the problem has been resolved.

DECISION

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

Given under my hand seal of office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, the 3rd January, 2025