



DECISION

Complaint No. : POS/6339/2022/KC

Name and address of the complainant : Mr. Muhammad Raza Alam & others,
R/o. Plot No. SB-14, Al-Waheed Center, Near Lubna Apartment,
New Quetta Hotel, Block-M, North Nazimabad, Karachi.

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

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,
Director, Regional Office, Karachi (Central)

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED SUPPLY OF CONTAMINATED WATER TO "AL-WAHEED CENTER" PLOT NO. SB-14, BLOCK-M, NORTH NAZIMABAD, KARACHI.**

COMPLAINT

Mr. Muhammad Raza Alam and others, filed a complaint on 20.10.2022 and alleged supply of contaminated water to "Al-Waheed Center", Plot No. SB-14, Block-M, North Nazimabad, Karachi. They reported the matter to KW&SC but to no avail. Therefore, they solicited our intervention for the resolution of the problem.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning the delay and subject to the submission of Affidavit on Form-"A". After submission of the required document by the complainants, the matter was referred to the agency. In response, the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC) vide his letter dated 31.07.2023 stated that water pipe line of the said building was found rusted and choked which requires replacement. He requested us to ask the building owner / association to seek permission for road cutting so that necessary replacement of pipe could be made to restore supply of clean potable water to the complainants.
3. The report of the agency was sent to the main complainant vide this office letter dated: 21.09.2023 for rejoinder followed by a reminder dated: 20.12.2023 but he did not respond. Finally, he was contacted through his cell phone on 22.01.2024 when he informed that the damaged pipeline has been replaced and his problem is resolved. Later-on, he vide his letter dated: 24.06.2024 also confirmed laying of new pipe line and requested to close his case.

FINDINGS

4. After resolution of the problem of the complainant, no further action is required by this Institution.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.

- Sd \-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 27th November, 2024

