



DECISION

POS/6168/KE-343/2022

Complaint No. :

Name and address
of the complainant :

Name of the Agency
complained against :

Name & Designation of
Investigating Officer :

Subject :-

Mr. Imran Ali Maqsood, House No.2-C-B, Street No.01, Colony Gate, Shah Faisal Colony, Karachi.

Karachi Water & Sewerage Corporation (KW&SC)

Mr. Iqbal Nafees Khan,
Advisor-in-Charge, R.O. Korangi

ALLEGED INACTION OF KW&SC ON COMPLAINTS REGARDING DAMAGED SEWERAGE LINES CAUSING FREQUENT OVERFLOWS IN THE COMPLAINANT'S NEIGHBORHOOD.

THE COMPLAINT

Mr. Imran Ali, on 14.10.2022, submitted a complaint highlighting the inaction of the KW&SC Sewerage Division in replacing damaged sewerage pipes, which has caused overflow and accumulation of sewerage water in his area. Despite approaching the concerned authorities, the issue remained unresolved. He has thus sought this office's intervention for the resolution of his grievance.

PROCEEDINGS

2. The complaint was referred to the Agency for a report. The Ex Engr., Sewerage, KW&SC, Shah Faisal Town, in a letter dated 02.12.2022, stated that issues of overflow caused by blocked sewerage lines were observed a few months ago. However, the problem was resolved through the timely efforts of field staff, and no such issues currently exist. He also attached photographs to support his statement.

3. The complainant, in his rejoinder, contested the agency's report, stating that the photographs submitted by them were taken from the service road, while the sewage had accumulated on the main road. He further asserted that the agency had left the work incomplete.

4. To address the matter, a hearing was held on 08.05.2023, attended by both the complainant and the Agency. The Executive Engineer, Sewerage, KW&SC, Shah Faisal Town, submitted a letter dated 08.05.2023, confirming that a 24-inch diameter sewerage line had been laid and the problem had been resolved. He supported his report by providing pictures of the area. The complainant acknowledged that there was no longer any accumulation of sewerage water on the road or near his house. However, he pointed out that the area floods during the rainy season due to the absence of a stormwater drain. He was advised to submit a new application requesting the DMC/KMC to propose a scheme for constructing a stormwater drain, as this was a separate issue.

5. The complainant submitted another application on 21.05.2024, highlighting that the sewerage pipes laid by the agency were insufficient, leading to the overflow of gutters. The Executive Engineer (Sewerage), KW&SC, in his letter No. EE/SEW/KW&SC/2024/93 dated 10.06.2024, reported that new manholes had been constructed in the area on an emergency basis to resolve the problem. He asserted that no complaints regarding overflow had been registered in the area. The complainant was advised, vide letter dated 08.03.2024, to submit a rejoinder to the agency's report; however, he did not respond.

5. The complainant submitted another application on 21.05.2024, highlighting that the sewerage pipes laid by the agency were insufficient, leading to the overflow of gutters. The Executive Engineer (Sewerage), KW&SC, in his letter No. EE/SEW/KW&SC/2024/93 dated 10.06.2024, reported that new manholes had been constructed in the area on an emergency basis to resolve the problem. He asserted that no complaints regarding overflow had been registered in the area. The complainant was advised, vide letter dated 08.03.2024, to submit a rejoinder to the agency's report; however, he did not respond. The case was scheduled for a hearing on 30.07.2024. The complainant did not attend the hearing, whereas the agency's representative was present. The representative stated that the issue had been resolved, as the pipeline had been completely replaced. He requested a site inspection to verify his claim. Subsequently, the staff of this office conducted an inspection and reported that a new pipeline had been laid, and there was no further sewage overflow in the complainant's residential area.

FINDINGS

6. Following the intervention of this office, the Agency undertook the necessary measures to address the issue of sewage overflow and its accumulation on the roads in the complainant's neighbourhood. As a result of these efforts, the problem was successfully resolved, ensuring that the affected area is now free from sewage-related issues.

DECISION

7. Given the above the complaint stands disposed of as redressed.

Given under my hand and seal of office.

Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz: PAS

Ombudsman, Sindh

Karachi, dated the 22nd January, 2025

