



DECISION

Complaint No. : POS/KR-41/2025

Name and address of the complainant : Mr. Abdul Qadir,
R/o. House No. 110, Bilal Colony, Area E-1,
Street No.8-13, Khokhrapar, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

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

Subject : **ALLEGED INACTION ON REPRESENTATIONS REGARDING OVERFLOW OF SEWERAGE AND REPLACEMENT OF SEWERAGE LINE.**

COMPLAINT

Mr. Abdul Qadir filed a complaint on 13.03.2025 alleging inaction on repeated requests to KW&SC for repair / maintenance of a sewerage line in his neighbourhood. He stated that the line was over 20 years old, frequently choked, and required urgent cleaning and eventual replacement.

PROCEEDINGS

2. The matter was referred to KW&SC for report and hearing was fixed on 25.06.2025, the Executive Engineer (Sewerage), KW&SC Model Zone, appeared in the office of Investigating Officer and explained that due to encroachments in the back lane, it was difficult to replace the old pipeline. However, he assured that temporary measures would be taken, including joint inspection with local UC representatives, and that a scheme would be prepared for inclusion in the coming financial year for permanent resolution.
3. In a subsequent hearing on 05.08.2025, both the Executive Engineer and the complainant appeared. The Executive Engineer submitted a report dated 04.08.2025 confirming that complete desilting had been carried out and the overflow problem is temporarily resolved. The complainant concurred but pointed out that six manhole covers were still missing, which the Executive Engineer undertook to provide shortly.
4. Thereafter, the complainant, vide letter dated 29.08.2025, informed that although the desilting had provided temporary relief, the sewerage line of 800 running feet required replacement to ensure permanent resolution. He also alleged that manhole covers and rings had not been supplied as earlier committed.

FINDINGS

5. It is established that the sewerage overflow was temporarily addressed through desilting, but the root cause persists due to the deteriorated 20-year-old line. KW&SC itself acknowledged the need for a permanent solution and had undertaken to prepare a scheme for the next financial year, which is yet to materialize. The additional commitment regarding supply of manhole covers also remains unfulfilled.

DECISION

6. In exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby dispose of this complaint with the following directions to *the Executive Engineer (Sewerage), Model Zone, KW&SC* to:
- a) *Immediately provide the manhole covers and rings.*
 - b) *Prepare and submit a concrete plan/scheme for replacement of the 800 rft sewerage line within the current financial year, in consultation with the complainant and local UC representatives.*
 - c) *Ensure that temporary arrangements remain functional until permanent replacement is carried out.*
 - d) *Submit a compliance report to this office within **30** days.*
7. This also disposes of an identical complaint bearing No. POS/KR-42/2025 filed by Mr. Akhtar Badshah, with the same directives.

Given under my hand and seal of office.



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 8th October, 2025