



DECISION

Complaint No. : POS/4123/KE-338/2024

Name and Address of the Complainant : Syed Zulqarnain Haider, R/o. Plot No. LSA-ST-5, Row-6, Ground Floor, Near Sadat Poultry/Cambridge Real Estate, Block -6, 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 :- **ALLEGED INACTION ON THE COMPLAINTS OF SEWERAGE OVERFLOW IN AREA OF THE COMPLAINANT.**

THE COMPLAINT

Syed Zulqarnain Haider, in his complaint dated 22.10.2024, has highlighted a persistent issue regarding poor sewerage system in Gulshan-e-Iqbal, Block 6. The affected locations, as pointed out by complainant include the street near Afza Altaf Park (behind Junaid Plaza & Fortune House School) and the road behind Zehra Apartments. According to the complainant, the sewerage lines in this area appear to be outdated or damaged, leading to frequent sewage overflows onto the streets. Despite multiple complaints to KW&SC, the remedial actions taken by their teams have been temporary, and the issue continues to recur. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Executive Engineer (Sew), Gulshan-e-Iqbal Division, KW&SC vide letter dated 15.11.2024 reported that the problem of sewerage overflow in the area of the complainant has been rectified and now the sewerage is flowing normally.

3. Copy of the agency's report was sent to the complainant for rejoinder, but he failed to respond despite repeated efforts, which implies that complainant was satisfied after reported redressal of his grievance.

FINDINGS

4. As a result of intervention and constant pursuance by this institution, complainant's grievance has been resolved.

CONCLUSION

5. In view of 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 12 - 03 -, 2025