



DECISION

Complaint No. : POS/249/2024/KC

Name and address of the complainant : Mr. Muhammad Farrukh,
R/o. House No. 27/19, Sector 5-F,
Sindhi Hotel, New 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 : **NON-FUNCTIONAL SEWERAGE LINE AND FAILURE TO REPAIR BROKEN MANHOLE COVERS NEAR HOUSE NO. 26 & 27, BLOCK-19, SECTOR 5-F, NEW KARACHI.**

COMPLAINT

Mr. Muhammad Farrukh, filed a complaint on 23.01.2024 and stated that due to blockage of gutter lines and non-repair of broken manhole covers, the sewerage line is not functioning properly which has caused insanitary condition near house no. 26 and 27 in Sector 5-F, New Karachi, where he resides. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 by condoning the delay and subject to the submission of Affidavit on Form "A". After submission of the required document by the complainant, the matter was referred to the agency. The concerned Executive Engineer was contacted on phone on 14.07.2024 who informed that the work to resolve the complainant's problem was in progress and assured to submit a report to this effect at the earliest.
3. Later on, the Executive Engineer (Sewerage), Karachi Water & Sewerage Corporation (KW&SC), New Karachi Town, Karachi vide his letter dated: 01.07.2024 informed that after taking necessary corrective measures, the sewerage line is now been functioning properly and the damaged manhole covers have also been replaced. He added that he himself visited the site and found proper functioning of sewerage line and satisfactory sanitary condition.

4. The complainant vide his letter dated: 19.07.2024 confirmed the resolution of his grievances and requested to close his case.

FINDINGS

5. After redressal of the grievances of the complainant, ~~hence~~, no further action is required in the matter.

DECISION

6. The case stands redressed and disposed of accordingly.

Given under my hand and seal of office.

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 29th July, 2024

