



DECISION

Complaint No. : POS/3510/KHE/257/24

Name and Address of the Complainant : Mr. Ismail Muhammad r/o House No. 97, Sector 2/A, Near Idarieu College for Blind and Deaf, Lines Area, Jamshed Town, Karachi.

Name of the Agency Complained against : 1. TMC, Jinnah Town.
2. Karachi Water and Sewerage Corporation

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject: **INACTION ON THE COMPLAINT OF
BLOCKED SEWERAGE LINE OF THE
COMPLAINANT HOUSE.**

THE COMPLAINT

Mr. Ismail Muhammad in his complaint dated 07.08.2024 stated, that he is a visually impaired person residing in Central Jacob Lines. The Sewerage line at his house has got damaged causing sewage overflow. He stated that he initially wrote a request to the department concerned but he received no satisfactory response. 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Chairman, Town Municipal Corporation, Jinnah Town, Karachi, vide letter dated 29.08.2024 reported that complainant's matter pertains to KW&SC. Accordingly the Investigating Officer fixed the case for hearing on 02.12.2024 when Mr. Adnan Rasheed, Executive Engineer (Sewerage), Jinnah Town, KW&SC appeared and informed that the complainant's area has been cleared of sewerage over flow. However, complainant failed to attend the hearing and subsequently he was contacted on telephone and he confirmed that his problem has been resolved after intervention of the Ombudsman Office.

FINDING

3. As a result of timely intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

4. In view of the 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 13th February, 2025