



## **DECISION**

Complaint No. : POS/5869/2022/KC

Name and address of the complainant : Mr. Shafiquddin,  
R/o. House No.A-464, Block-J, North Nazimabad,  
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 :

**COMPLAINT AGAINST INSUFFICIENT SUPPLY OF PIPED WATER AND OVERFLOW OF SEWAGE IN THE SURROUNDINGS OF COMPLAINANT'S HOUSE NO. A-464, BLOCK-J, NORTH NAZIMABAD, KARACHI.**

### **COMPLAINT**

Mr. Shafiquddin, filed a complaint which was received in Provincial Ombudsman (Mohtasib), Sindh, Secretariat through Wafaqi Mohtasib Secretariat, Regional Office, Karachi on 07.10.2022. In his complaint, he alleged insufficient and irregular supply of piped water and overflow of sewage in the surroundings of his house No.464, Block-J, North Nazimabad, Karachi since long. He reported that matter to KW&SC several times but to no avail, and therefore, solicited our intervention for the resolution of the problems.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning the delay and subject to submission of original signed complaint addressed to Ombudsman Sindh alongwith copy of CNIC and Affidavit on Form "A". After fulfilling the required formalities by the complainant, the matter was referred to the agency. In response, the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC), North Nazimabad Town, Karachi vide his letter dated: 13.12.2022 stated that due to lack of proper pressure from Water Trunk Main (WTM) and location of complainant's house at the tail end, the complainant gets inadequate piped water supply. This report was forwarded to the complainant. In response, he vide his letter dated: 23.01.2023 suggested that laying of a separate 03 inches Dia water line of GI Pipe would improve supply of water to his house.



3. The Executive Engineer (Water) in his subsequent letter dated: 25.07.2023 informed that KW&SC is going to install Water Booster on main water supply line near Rainbow Bakery, Block-J, North Nazimabad, Karachi which would help in supply of sufficient water to the said area.
4. Later-on, the Executive Engineer (Sewerage), Karachi Water & Sewerage Corporation (KW&SC), North Nazimabad Town, Karachi vide letter dated: 26.07.2023 intimated that after replacement of 12 inches dia damaged sewerage pipe line, construction of manholes near Govt. Degree College, Block-K, North Nazimabad, Karachi and desilting of sewerage line, the problem of overflow of sewage in the said area has been resolved. The report of the agency was sent to the complainant vide this office letter dated: 18.09.2023 for rejoinder followed by three reminders but he did not respond. Later-on, when he was contacted on his cell phone on 03.12.2024 he stated that he is not interested to pursue his case further.

#### **FINDINGS**

5. Since the complainant is not interested to pursue his case, further proceeding in the matter is abated.

#### **DECISION**

6. In view of the above, further proceeding in the case is hereby abated.

*Given under my hand and seal of office.*



**Sd /-**  
**(Muhammad Sohail Rajput)**  
 Sitara-e-Imtiaz. PAS  
 Ombudsman Sindh  
 Karachi, dated; 3<sup>rd</sup> January, 2025