



DECISION

Complaint No. : POS/39/2024/KC

Name and address of the complainant : Mrs. Khursheed Jahan,
R/o. House No. 3/6, C-1 Area, Liaquatabad,
Karachi

Name of the Agency Complained against : KW&SC / TMC (Liaquatabad Town)

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 ACCUMULATION OF FILTH DUE TO NON-AVAILABILITY OF SEWERAGE PIPE LINE AT THE BACK SIDE OF COMPLAINANT'S HOUSE NO. 03/06, C-1 AREA, LIAQUATABAD, KARACHI.**

COMPLAINT

Mst. Khursheed Jahan, filed a complaint on 10.06.2024 and alleged accumulation of filth on the street at the back side of her house No. 03/06, C-1 Area, Liaquatabad, Karachi due to non-availability of sewerage pipe line. She, 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 (amended upto date) 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. During hearing on 27.06.2024, the Executive Engineer (Sewerage), Karachi Water & Sewerage Corporation (KW&SC), Liaquatabad Town, Karachi informed that the sewerage line is available there and it is also functional but the accumulation of filth is due to the damaged sanitary pipes adjacent to complainant's house.
3. Later-on, the Director Administration, Town Municipal Corporation (TMC), Liaquatabad Town, Karachi vide his letter dated: 11.12.2024 stated that the street at the backside of complainant's house has been cleared from garbage and in support thereof, the photographs of the site were also attached.
4. In pursuance, the complainant vide her letter dated: 24.12.2024 informed that due to intervention of this Institution, her problem has been resolved.

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FINDINGS

5. After resolution of the problem, no further action is required in the matter.

DECISION

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 14th January, 2025

