



DECISION

Complaint No. :

POS/366/2022/KC

Name and address
of the complainant :

Mr. Abdul Rafique,
R/o. House No. L-170, Sector 11/C-1, Sir Syed Town,
North Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC).

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**COMPLAINT AGAINST SEWERAGE PROBLEM NEAR
HOUSE NO. L-170, SECTOR 11-C-1, SIR SYED TOWN,
NORTH KARACHI.**

COMPLAINT

Mr. Abdul Rafique lodged an online complaint on 21.01.2022 regarding the overflow of sewerage line near his residence at House No. L-170, Sector 11-C/1, Sir Syed Town, North Karachi. Despite submitting multiple complaints to the concerned Agency, the issue remained unresolved. Therefore, he sought our intervention in the matter for redressal of his grievance.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay, and subject to submission of a signed complaint along with a copy of the CNIC and an affidavit on Form-"A". Upon completion of these formalities by the complainant, the matter was referred to the Agency.
3. During the hearing held on 20.06.2022, the Executive Engineer (Sewerage), KW&SC, North Karachi Town, informed that due to encroachments in the area, severe difficulties were being encountered in cleaning and desilting the sewerage line. Hence this problem could not be resolved.
4. The Executive Engineer (Sewerage), vide another letter dated 14.03.2023, reported that the sewerage line had been cleaned and there was no longer any overflow of sewage in the said area. He also provided photographs of the post-cleaning operations.
5. The Agency's report was sent to the complainant for his rejoinder. However, despite multiple reminders and telephonic follow-ups, he did not respond.

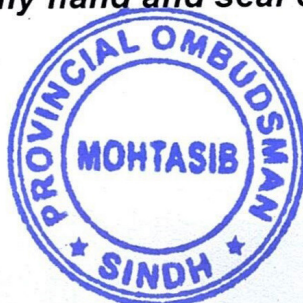
FINDINGS

6. The complainant's lack of response suggests that the issue has been resolved to his satisfaction, and he has therefore lost interest in pursuing the matter further.

DECISION

7. In light of the above, the case stands disposed of as redressed.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz (PAS)

OMBUDSMAN SINDH

Karachi, dated; 9th May, 2025