



## **DECISION**

**Complaint No.** : POS/3456/2023/28/G

**Name and address of the complainant** : Mr. Muhammad Arfat Irshad,  
R/o. H. No.1406-1407, 32/D, Nasir,  
Korangi, Karachi.

**Name of the Agency Complained against** : Karachi Water & Sewerage Corporation (KW&SC)

**Name & Designation of Investigating Officer** : Brig. Muhammad Jamil (Retd)  
Consultant-G

**Vetted by** : Mr. Ghulam Abid Shaikh,  
Advisor-K

**Subject** : **ALLEGED NON-SUPPLY OF PIPED WATER TO HOUSE OF THE COMPLAINANT.**

### **COMPLAINT**

Mr. Muhammad Arfat Irshad, filed an online complaint received through Wafaqi Mohtasib on 27.04.2023 regarding non-supply of piped water to house No. 1406-1407, Sector 32/D, Nasir Colony, Korangi, Karachi. He, therefore, solicited intervention for resolution of the problem.

### **PROCEEDINGS**

2. The complaint was admitted on 19.05.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) by condoning the delay and subject to submission of original signed complaint addressed to the Provincial Ombudsman Sindh, copy of CNIC and an Affidavit on Form "A" which were furnished by him later-on. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 30.05.2023 for report.
3. After constant follow up, the Executive Engineer (W/D), Korangi Town, KW&SC vide his letter dated: 05.12.2024 stated that the complainant's grievance has been redressed.

### **FINDINGS**

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide his letter dated: 30.11.2024. Hence, no further action is required.

### **DECISION**

5. 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; 4<sup>th</sup> February, 2025