



DECISION

Complaint No. : POS/8222/2023/KM (W)

Name and address of the complainant : Mr. Paras Khursheed R/o. House No.831, Block-J, Street No-11, Sector 11 ½, Orangi Town, Karachi.

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

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST KARACHI WATER & SEWERAGE CORPORATION ALLEGING SHORTAGE OF DRINKING WATER IN SECTOR- 11 ½, ORANGI TOWN, KARACHI.**

COMPLAINT

The online complaint dated 11.10.2023 of Paras Khursheed was forwarded by the Additional Registrar, Wafaqi Mohtasib's Secretariat, Karachi wherein he alleged shortage of drinking water in his mohalla. The inhabitants are compelled to get drinking water through water tankers. Aggrieved by that, he solicited intervention of this Institution.

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 up to date) after receiving copy of CNIC, mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice dated 25.09.2024 to the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC), Orangi Town, Karachi for report, followed by reminders. The Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC), Orangi Town, Karachi informed vide letter dated 02.06.2025 that the grievance of the complainant has been resolved.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 10.06.2025, followed by reminders but he did not respond.

DECISION

5. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of on account of non-prosecution.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 5th August, 2025