



DECISION

Complaint No. : POS/5754/2024/64/G

Name and address of the complainant : Mr. Muhammad Tahir,
R/o. H. No. R-257, Lines Area, Sector-1,
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 AT HOUSE OF THE COMPLAINANT DESPITE REGULAR PAYMENT OF BILLS.**

COMPLAINT

Mr. Muhammad Tahir, filed a complaint on 03.12.2024 and alleged non-supply of piped water at H. No. R-257, Lines Area Sector-1, Karachi despite regular payment of water bills. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 13.12.2024 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 19.12.2024 for report.
3. While the agency's report was awaited, the complainant sent a letter dated: 20.01.2025 stating therein that his grievance has been resolved.

FINDINGS

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 20.01.2025. 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; 13th February, 2025