



DECISION

Complaint No. : POS/4153/2023/41/G

Name and address of the complainant : Mr. Muhammad Umar,
R/o. House No. L-350, Sector 35-B, Kallo Chowk,
Korangi No. 4, 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 SUPPLY OF CONTAMINATED WATER TO HOUSE NO. L-350, SECTOR 35-B, KORANGI NO. 4, KARACHI.**

COMPLAINT

Mr. Muhammad Umar, filed an online complaint received through Wafaqi Mohtasib on 24.05.2023 regarding the supply of contaminated water to his house No. L-350, Sector 35/B, Kallo Chowk, Korangi No.4, (Now in Landhi Town), Karachi. He, therefore, solicited our intervention to resolve the problem.

PROCEEDINGS

2. The complaint was admitted on 12.06.2023 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, a copy of CNIC and an Affidavit on Form "A" which were furnished by him later-on. Thereafter, the matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 22.06.2023 for report.
3. After constant follow up, the Executive Engineer, Landhi Town (W/D), KW&SC vide his report dated: 28.02.2024 informed that after removing the contamination through chemicals, the clean water is being supplied to complainant's house now. Thus his problem is solved. This report was forwarded to the complainant for confirmation.
4. In response, he vide his letter dated: 09.12.2024 confirmed that his grievance has been resolved and thanked this Institution for redressal of his grievance.

FINDINGS

5. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 09.12.2024. Hence, no further action is required.

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; ~~3rd~~ January, 2025

