



DECISION

Complaint No. :
Name and address of the complainant : POS/8342/2023/KM/KW
Name of the Agency Complained against : Mr. Ubaid-ur-Rehman R/o. House No.612, Sector-14, Block-G, Muslim Nagar, Orangi Town, Karachi.
Name & Designation of Investigating Officer : Karachi Water & Sewerage Corporation (KW&SC), Karachi.
Vetted by : Mr. Aftab Ahmad Khatri,
Subject : Director, Regional Office, Keamari (west).
Mr. Muhammad Naseer Jamali, Advisor-N

COMPLAINT REGARDING SHORT SUPPLY OF DRINKING WATER TO SECTOR 14, BLOCK-G, ORANGI TOWN, KARACHI.

COMPLAINT

Mr. Ubaid-ur-Rehman filed an online complaint dated 16.10.2023 wherein he stated that the inhabitants of the area are facing shortage of drinking water since long and they are compelled to purchase water through tankers. They met the Chief Executive Officer, KW&SC for resolution of their grievance but to no avail. 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 relevant documents, copy of CNIC, mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice dated 08.10.2024 to the Executive Engineer (Water), KW&SC, Orangi Town, Karachi for report, followed by reminders. The Executive Engineer (Water) Orangi town, KW&SC, Karachi informed vide letter dated 02.06.2025 that a new water line of 4" diameter has been laid for Sector-14, Block-G, Muslim Nagar, Orangi Town, Karachi. The inhabitants of the area are being provided drinking water as per schedule.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 10.06.2025, followed by a reminder 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 18th August, 2025