



DECISION

Complaint No. : POS/5996/2022/60/G

Name and address of the complainant : Mr. Adnan Ahmed,
R/o. Flat. No. 31, Block-H, Labour Square,
Korangi No. 3 ½, 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 INACTION ON COMPLAINTS
AGAINST NON-SUPPLY OF PIPED WATER FOR
LAST MANY YEARS.**

COMPLAINT

Mr. Adnan Ahmed, filed an online complaint on 04.10.2022 and alleged inaction on his complaints by KW&SC regarding non-supply of piped water to his apartment No. 31, Block-H, Labour Square, Korangi No. 3½, Karachi. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 19.10.2022 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) subject to submission of original signed complaint, copy of CNIC and Affidavit on Form "A" and by condoning the delay. The matter was taken up with the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 28.10.2022 for report.
3. The Executive Engineer (W/D), Landhi Town, KW&SC reported vide letter dated: 08.12.2022 that the Labour Square building falls under Labour Department of Govt. of Sindh and no proper water connection has been obtained by them instead they have taken an illegal connection from 15" dia main line. The agency's stance was denied by the complainant vide rejoinder dated: 19.12.2022. Subsequently during hearing on 07.02.2023 & 20.09.2023, the Executive Engineer of Landhi Town repeated his previous stance that complainant has no legal piped water connection and internal distribution of water is the responsibility of Labour Square management.
4. The agency's report dated: 26.09.2023 was forwarded to the complainant for his rejoinder vide this office letter dated: 04.10.2023 followed by repeated reminders. In response, he sent unsigned rejoinder therefore, the office of Consultant-G advised him to send rejoinder duly signed or attend the office of Consultant-G, but he failed to respond despite repeated reminders.

FINDINGS

5. The complainant resides in Labour Square Apartments, Landhi Town, which have no official piped water connection, but water is being siphoned from 15" dia main line and internal distribution of the water is sole responsibility of Labour Square management. This was conveyed to the complainant for comments but he did not respond. It is therefore, presumed that he does not want to pursue his case further.

DECISION

6. In view of the above, the complaint is closed on account of non-solemn prosecution by the complainant.

Given under my hand and seal of office,

Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated; 13th February, 2025

