



DECISION

Complaint No. : POS/4127/KE/275/2023

Name and Address of the Complainant : Mr. Abdullah, House No. H-175, Laj Pat Rai Road, A-3, Habib Bank Lane, Jamshed Road, No. 01, Karachi.

Name of the Agency Complained against : Karachi Water and Sewerage Board

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED INACTION ON THE REQUESTS MADE FOR REPAIR OF SEWERAGE LINE OUTSIDE HOUSE OF THE COMPLAINANT CAUSING ACCUMULATION OF SEWERAGE WATER.**

THE COMPLAINT

Mr. Abdullah, in his complaint dated 31.05.2023, stated that the sewerage line outside his house No. H-175, Laaj Pitrai Road, A-3, Jamshed Road, Karachi, has been blocked since long time, which has resulted into accumulation of sewerage water in his house, due to which his family is suffering from various illnesses. He stated that he has also lodged several complaints with the Town Office / KW&SC, but no action has been taken. He, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Executive Engineer (Sew-II), Jamshed Town, KW&SC vide letter dated 10.05.2024 stated that after making all necessary efforts, the issue has been resolved a long time ago. The sewerage system in the area is now functioning smoothly with no accumulation or overflow of sewerage water.

3. The complainant vide his rejoinder dated 07.08.2024 informed that KW&SC has made a false statement in its report, as his problem has yet not been resolved.

4. In order to sort out the issue Investigating Officer fixed the case for hearing on 08.01.2025, when Mr. Khalid Ahmed, Asstt. Executive Engineer, KW&SC and complainant appeared. The Agency's representative assured that they will keep coordination with complainant and will try to resolve the complaint. They exchanged contact numbers with each other for coordination.

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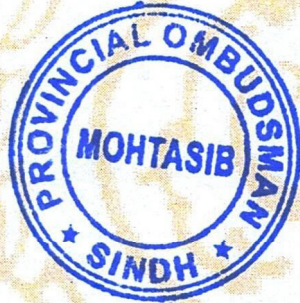
FINDING

5. The complaint was genuine as inordinate delay was being caused due to lethargy and inefficiency of the field staff of KW&SC. However, the Agency has given assurance during the hearing that they will address the issue.

CONCLUSION

6. In view of above, the complaint is disposed of as redressed. However, the Executive Engineer (Sew-II), Jinnah Town, KW&SC is directed to streamline working of his field staff and ensure that sewerage issues as identified in complaint are attended and resolved without further delay, under intimation to this office within 30 days hereof.

Given under my hand and seal of the office



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 29 - 01 - 2025

