



DECISION

Complaint No. : POS/5718/2022/59/G

Name and address of the complainant : Mr. Shahid Iqbal,
R/o. House No. 147, Street No.7, Sector-I,
Near Irfan Masjid, Manzoor Colony, 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 TO SECTOR-I, MANZOOR COLONY, KARACHI.**

COMPLAINT

Mr. Shahid Iqbal, filed a complaint received through Wafaqi Mohtasib on 21.09.2022 regarding alleged non-supply of piped water to streets No. 7, 8 and 9, Sector-I, Manzoor Colony, Karachi resultantly the residents are purchasing it through water tankers. He, therefore, solicited our intervention to resolve the problem.

PROCEEDINGS

2. The complaint was admitted on 17.10.2022 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 an original signed complaint, 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: 27.10.2022 for report.
3. The agency identified the problem of rusted pipes in all 15 streets of the area and kept on reporting that the work is in progress of replacing rusted pipe lines. During hearing on 27.08.2024 the Executive Engineer informed that pipe lines in twelve out of fifteen streets have been replaced with 06" dia pipe line and the water supply over there is regular now.
4. Later-on, the Executive Engineer, Chanasar Town (W-I), KW&SC vide his another report dated: 18.10.2024 informed that the problem of water supply at complainant's area has been resolved. These reports were forwarded to the complainant for seeking his confirmation who vide his letter dated: 05.12.2024 confirmed that his grievance has been resolved and thanked this Institution and requested to close the case.

FINDINGS

5. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 05.12.2024. 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: 28th January, 2025

