



DECISION

Complaint No. :

POS/6072/2024/KC

Name and address
of the complainant :

Mr. Muhammad Asif,
R/o. Area 5-E, Near Railway Crossing Bright School,
Paposh Nagar, Nazimabad No. 05, Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**COMPLAINT AGAINST DAMAGED MANHOLE IN
PAPOSH NAGAR, NAZIMABAD NO. 05, KARACHI**

COMPLAINT

Mr. Muhammad Asif lodged a complaint through email on 23.12.2024 regarding a damaged manhole in Paposh Nagar, Nazimabad No. 05, Karachi, which was causing continuous sewage overflow in the area. He stated that despite repeated reports to the concerned department, no remedial action had been taken. He, therefore, requested the intervention of this office for resolution of the issue.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay, subject to submission of a duly signed complaint along with a copy of the complainant's CNIC and an affidavit on Form-"A".
3. In this regard, three formal letters were issued to the complainant to fulfill the procedural requirements necessary for further processing of the case. Additionally, multiple attempts were made to contact him through his cell phone. During a telephonic conversation held on 15.07.2025, the complainant confirmed that the issue had been resolved and assured that he would submit a written confirmation to that effect. However, despite his assurance, no such confirmation has been received to date.

FINDINGS

4. It appears that, following the resolution of the issue, the complainant lost interest in pursuing the matter and did not comply with the instructions of this office.

DECISION

5. Given the above the case is disposed of as redressed.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 6th August, 2025