



## **DECISION**

Complaint No. : POS/4538/KE/385/2024

Name and Address of the Complainant : Mr. Nawab Khan, R/o House No. 325, Mohalla Muhammad Khan Goth Gujro, Near PCSIR Laboratory, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation (KW&SC)

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

Subject :- **ALLEGED INACTION ON THE COMPLAINTS AGAINST ILLEGAL WATER CONNECTIONS CAUSING SHORTAGE OF WATER IN COMPLAINANT'S AREA.**

### **THE COMPLAINT**

Mr. Nawab Khan, in his complaint dated 25.09.2024, stated that he resides at House No.325, Mohalla Muhammad Khan Goth Gujro, Near PCSIR Laboratory, Karachi. His area, he stated, was facing serious water crises due to illegal water connections provided by the officials of KW&SC. He stated that, he submitted complaints to the Executive Engineer, Gulshan-e-Iqbal KW&SC, several times but no action was taken. He, therefore, solicited intervention of this office in the matter.

### **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), subject to submission of mandatory Affidavit on Form "A" and other relevant documents. In response, the complainant furnished Affidavit on form "A" mentioning pendency of petition No. 22-A, 3210/2024 before Malir Court. The complainant was advised to furnish copies of Court papers, but he failed despite issuance of three notices.

### **CONCLUSION**

3. Under the circumstances, when the complainant has failed to respond nor attended telephonic calls made on given numbers, it was clear that he was no longer interested to pursue his complaint. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose of the complaint 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 20-06-, 2025