



## DECISION

Complaint No. : POS/1456/2023/12/G

Name and address of the complainant : Mr. Malik Khushi Muhammad & others,  
C/o Faizan Adnan International Fabrics, Plot No.LS-138,  
Sector 33-D, Korangi No. 1 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 BY KW&SC ON THE COMPLAINTS REGARDING ACCUMULATION OF SEWERAGE WATER ON THE ROAD BETWEEN SECTOR 33-D & 33-G WHICH WAS CAUSING CONTAMINATION OF WATER BEING SUPPLIED TO THEM.**

### COMPLAINT

Mr. Malik Khushi Muhammad and others, filed a complaint received on 21.02.2023 and alleged accumulation of sewerage water on the road between Sector 33-D & 33-G which was also contaminating piped water being supplied to Sector 33-D, Korangi No. 1 ½, Karachi. For that, they approached the KW&SC for redressal of their grievances, but to no avail. They, therefore, sought intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted on 03.03.2023 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 copy of CNIC, an Affidavit on Form "A" and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 06.11.2023 for report. Simultaneously, the main complainant was advised to submit copy of CNIC and an Affidavit on Form "A", which were submitted by him later-on.
3. After constant follow up, the Executive Engineer (Sew), Korangi Division, KW&SC reported vide letter dated: 27.06.2024 that the accumulated sewerage water at Sector 33-D & 33-G has been removed and all the missing RCC rings slabs & manhole covers have been fixed on main disposal line. In support thereof, he also enclosed pictures of the site. He further added that clean potable water is being supplied to the residents now.



4. Later-on, the main complainant vide his letter dated: 06.11.2024 confirmed that their grievances have been resolved and requested to close the case.

#### FINDINGS

5. With the intervention of this Institution, the problems of the complainants have been resolved as confirmed by the main complainant vide letter dated: 06.11.2024. 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; 09-12-2024

