



DECISION

Complaint No. : POS/7483/2023/KM/KW

Name and address of the complainant : Mr. Noor-ul-Haq, House NO. 217, Sector 8-A, Street NO-16, Data Nagar, Orangi Town, Karachi.

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

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Rafizzuaman Siddiqui, Advisor-B

Subject : COMPLAINT AGAINST NON-SUPPLY OF PIPED WATER TO SECTOR 8-A, STREET # 16, DATA NAGAR, ORANGI TOWN.

COMPLAINT

Mr. Noor ul Haq filed a complaint dated September 18, 2023, regarding non-supply of potable water to Sector 8-A, Street No-16, Data Nagar, Orangi Town, since last many years. He approached the concerned department for redressal of his grievance but all in vain. Being aggrieved, he solicited our intervention 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 an original signed complaint, copy of CNIC and Affidavit on Form 'A'.
3. The matter was taken up with the Executive Engineer (W) of the Karachi Water & Sewerage Corporation (KW&SC) Orangi Town. In response, the Executive Engineer submitted letter No. KW&SC/EE/O.T/2024/40, dated June 10, 2024 and stated that there is no water shortage in Sector 8-A, Street # 16, Data Nagar, Orangi Town. The applicant may be advised to check the water connection at his house, as it may require repair or maintenance.
4. The report from the agency was sent to the complainant for his rejoinder vide letter dated September 5, 2024, followed by a series of reminders but complainant has not responded. It seems that complainant is not interested to pursue his case further.

DECISION.

5. In view of above, further proceedings in the matter are hereby dropped, due to non-prosecution and the case file is consigned to record.

Given under my hand and seal of office.



(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 19th November, 2024