



DECISION

Complaint No. :

POS/7121/KE-397/2022

**Name and address
of the complainant :**

M/s. Abdul Sattar & others, House No. A-33, Street No.2, Sector
102, Malir, Kala Board, Karachi

**Name of the Agency
complained against :**

Karachi Water & Sewerage Corporation (KW&SC)

**Name & Designation of
Investigating Officer :**

Mr. Iqbal Nafees Khan
Advisor/Regional Director Korangi Karachi.

Subject :-

**PERSISTENT OVERFLOW AND ACCUMULATION OF
SEWAGE IN SECTOR 102, MALIR KALA BOARD,
KARACHI.**

THE COMPLAINT

M/s. Abdul Sattar and others submitted a complaint with this office against the Karachi Water & Sewerage Corporation (KW&SC) concerning the persistent overflow and accumulation of sewage on their streets. Despite repeated requests for the repair and cleaning of the sewerage lines, KW&SC failed to resolve the problem. Hence, the complainants sought the intervention of this office.

PROCEEDINGS

2. The complaint was referred to the Agency for a report and comments. Following repeated follow-ups, the Executive Engineer (Sewerage), KW&SC, Model Zone, in a letter dated August 16, 2023, reported that the complaint was a routine and the concerned staff was addressing it daily. He further stated that the issue had been resolved.

3. The Agency's report was forwarded to the complainants for their rejoinder vide a letter dated September 27, 2023, with subsequent reminders issued on December 22, 2023, and February 15, 2024. However, the complainants failed to respond, leading to the presumption that they have lost interest in pursuing the matter further.

FINDINGS

4. Upon review of the case file and the proceedings conducted by the Investigating Officer, it is observed that complainant has lost interest in pursuing the complaint.

DECISION

5. In light of the foregoing, the complaint is disposed of due to non-prosecution.

Given under my hand and seal of office.



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz: PAS

Ombudsman, Sindh

Karachi, dated the 19th November, 2024