



DECISION

Complaint No. : POS/2810/2024/KC

Name and address of the complainant : Mr. Muhammad Saleem,
R/o. House No. R-310, ST-2, Sector 5-L,
North Karachi.

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

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,
Director, Regional Office, Karachi (Central)

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **DELAY IN PERMISSION FOR REPLACEMENT OF WATER SUPPLY PIPE LINE AT COMPLAINANT'S HOUSE NO.R-310, ST-2, SECTOR 5-L, NORTH KARACHI.**

COMPLAINT

Mr. Muhammad Saleem, filed a complaint on 31.05.2024 and stated that he had sought permission from Karachi Water & Sewerage Corporation (KW&SC) on 21.05.2024 for the replacement of his old / rusted water pipe line in order to get proper supply water to his house No. R-310, ST-2, Sector 5-L, North Karachi but the KW&SC authority is demanding an amount Rs.45,000/- for carrying out the required work. He, therefore, 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 upto date) subject to submission of Affidavit on Form 'A'. After submission of the required document by the complainant, the matter was referred to the agency. In response, the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC), North Karachi Division vide his letter dated: 31.07.2024 stated that the complainant has been informed that approximately an amount Rs.45,000/- would be cost of road cutting and the labour charges but the complainant has declined to pay this cost.
3. The report of the agency was sent to the complainant for rejoinder followed by two reminders. In response, he vide his letter dated: 24.10.2024 informed that his problem has been resolved and requested to close his case.

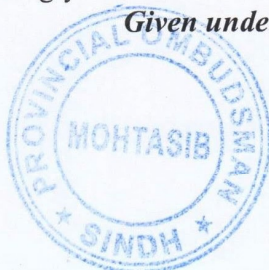
FINDINGS

4. After resolution of the problem of the complainant, no further action is required by the institution of Provincial Ombudsman Sindh.

DECISION

5. 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; 18th November, 2024