



DECISION

Complaint No. :

POS/5333/2024/KC

Name and address
of the complainant :

Mr. Ishaq Ubaid,
R/o. House No. 539, Block-6, Near 420 Hotel, Liaquatabad,
Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**COMPLAINT REGARDING OVERFLOW OF SEWAGE AT
HOUSE NO. 539, BLOCK-06, LIAQUATABAD, KARACHI**

COMPLAINT

A complaint from Mr. Ishaq Ubaid was received through the Wafaqi Mohtasib Secretariat, Karachi, on 12.11.2024. The complainant reported persistent overflow of sewage in front of his residence, House No. 539, situated opposite Hotel 420, Block-06, Liaquatabad, Karachi. He requested immediate action for the redressal of the issue.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay, subject to the submission of a duly signed complaint addressed to the Honorable Ombudsman Sindh, along with a copy of the CNIC and an Affidavit on Form-"A".
3. In this regard, two letters dated 20.11.2024 and 05.12.2024 were issued to the complainant, requesting completion of the required formalities for further processing of the case. However, the complainant failed to comply.
4. Subsequently, he was contacted via his cell phone on 25.07.2025, during which he confirmed that the issue had been resolved. He also assured that he would visit this office within a few days to complete the requisite formalities and submit a written confirmation of grievance redressal. However, he failed to fulfil his commitment.

FINDINGS

5. It appears that following the redressal of his grievance, the complainant lost interest in pursuing the matter further and, therefore, did not consider it necessary to respond to this office or complete the required formalities.

DECISION

6. In view of the above, the case stands redressed and disposed of accordingly.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz (PAS)

OMBUDSMAN SINDH

Karachi, dated; 6th August, 2025