



DECISION

Complaint No. : POS/4629/KR-319/2023

Name and address of the complainant : Mr. Saqib Khan,
R/o. House No. 06, Street No. 56, Area 3-B,
Near Shahi Masjid Landhi No.4, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Director, Regional Office, Korangi, Karachi

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

Subject :

**IN ACTION ON THE COMPLAINTS REGARDING
ALLEGED NON-SUPPLY OF PIPED WATER TO
STREET NO. 56, AREA 3-B, LANDHI NO.4,
KARACHI.**

COMPLAINT

Mr. Saqib Khan, filed an online complaint on 20.06.2023 against KW&SC alleging inaction on his representations made regarding non-supply of piped water to street No. 56, Area 3-B, Landhi No. 4, Karachi.

PROCEEDINGS

2. The complaint was provisionally admitted subject to submission of original signed complaint, Affidavit on Form-A and copy of CNIC, which he did not submit despite notices dated: 20.07.2023 and 10.01.2024. However, the matter was referred to KW&SC for report/comments.
3. In response, the Executive Engineer (Water) KW&SC, Landhi Town, vide letter dated: 30.01.2024 reported that the site was visited and found that piped water supply to the complainant's area was normal.
4. The complainant was advised to corroborate the report of the agency vide letter dated: 02.02.2024 followed by reminders dated: 16.02.2024 and 01.03.2024 but he did not respond.

FINDINGS

5. The grievance of the complainant has been redressed as per agency's report dated: 28.12.2023. Since the complainant did not respond despite repeated reminders, therefore, it is presumed that he does not want to pursue his case further. He has also failed to provide Affidavit on Form "A" which is the mandatory requirement.

DECISION

6. In view of the above, the complaint is closed on account of non-solemn affirmation / non-prosecution by the complainant.

Given under my hand and seal of office.



(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated; 7th February, 2025