



## DECISION

Complaint No. : POS/19/2025/006/G

Name and address of the complainant : Mr. Abbas Bhiwandiwalla,  
R/o. H. No. D-411, Qutbi Manzil, Qazi Khan Mohalla,  
M.A Jinnah Road, Opp. Dow Medical College, Karachi.

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

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)  
Consultant-G

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

Subject : ALLEGED ILLEGAL DISCONNECTION OF  
WATER SUPPLY OF QUTBI MANZIL BY  
KW&SC.

### COMPLAINT

Mr. Abbas Bhiwandiwalla, filed a complaint on 30.12.2024 and alleged illegal disconnection of water supply of D-411, Qutbi Manzil, Qazi Khan Mohalla, M.A Jinnah Road, Oppo. Dow Medical College, Karachi. He, therefore, sought intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted on 02.01.2025 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 13.01.2025 for report.
3. While the agency's report was still awaited, the complainant sent a letter dated: 24.01.2025 stating therein that his grievance has been resolved.

### FINDINGS

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him vide letter dated: 24.01.2025. Hence, no further action is required.

### 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; 13<sup>th</sup> February, 2025