



DECISION

Complaint No. : POS/5255/KE/355/2023

Name and Address of the Complainant : Mr. Amjad Amir, R/o. House No. 137/10, Jacob-Lines, Karachi.

Name of the Agency Complained against : KW&SC

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

COMPLAINT REGARDING OVERFLOW AND ACCUMULATION OF SEWERAGE WATER IN FRONT OF HOUSE OF THE COMPLAINANT CAUSING HEALTH ISSUES TO THE RESIDENTS OF THE AREA.

THE COMPLAINT

Mr. Amjad Amir in his complaint dated 30.08.2023 stated that he lives at House No. 137/10, Jaccob Line, UC-10, near Allah Wali Masjid, Karachi. He added that filthy water gets accumulated in front of his house and throughout the neighborhood, which is a source of nuisance and serious health concerns for his family and the local community. The poor sanitation is severely affecting the residents' well-being. He stated that despite repeatedly approaching the Karachi Water and Sewerage Corporation (KW&SC) to replace the clogged sewerage lines and repair the broken manholes, no action was taken. He, therefore, solicited intervention of this office for redressal.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Executive Engineer (Sew-II), Jamshed Town, KW&SC vide letter dated 10.05.2024 stated that the 12-inch diameter dilapidated main sewerage line, which served the affected area, has been replaced with a new one. This has resolved the issue permanently and there is no longer any accumulation or overflow of sewerage water. The sewerage system in the area is now functioning smoothly.

3. The complainant was also contacted to verify the statement of the Agency, who confirmed that his grievance has been resolved. He also extended gratitude to this Institution.

FINDING

4. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

5. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd/-

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

Karachi, dated 20-12-2024