



DECISION

Complaint No. :

POS/6680/2022/KC

Name and address
of the complainant :

Mr. Sohail Liaquat,
R/o. House No. 137/15, Sector 5-G, Sindhi Hotel,
New 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 :-

**ALLEGED NON-SUPPLY OF WATER IN SECTOR 5-G, SINDHI
HOTEL, NEW KARACHI.**

COMPLAINT

Mr. Sohail Liaquat filed a complaint through the Wafaqi Mohtasib on 01.11.2022 regarding the acute water shortage in Sector 5-G, Sindhi Hotel, New Karachi, which is persisting for over a year. He, therefore, sought our intervention in the matter for its resolution.

PROCEEDINGS

2. The complaint was examined and admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), with the delay condoned was referred to the Agency. It was forwarded to the agency for a report.
3. In response, the Executive Engineer (W/D), Karachi Water & Sewerage Corporation (KW&SC), vide letters dated 22.12.2022 and 26.01.2023, stated that due to several illegal connections on the main water supply line, water could not properly reach the affected area. He added that multiple attempts were made to disconnect these illegal connections but were unsuccessful due to the law-and-order situation created by residents. He stated that the department was exploring alternative measures to ensure a proper water supply to the area.
4. The agency's report was forwarded to the complainant for a rejoinder, followed by three reminders; however, he did not respond. Subsequently, he was contacted on his cell phone on 22.01.2024, where he confirmed that the water supply had been restored, and the issue had been resolved. He requested the closure of his case.

FINDINGS

5. Since the issue has been resolved, no further proceedings are required in this case.

DECISION

6. The grievance has been redressed and is accordingly disposed of.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, the 24th March 2025