



DECISION

Complaint No. : POS/5928/2024/65/G

Name and address of the complainant : Mr. Farhan Faheem,
R/o. H. No. E-433, Khudadad Colony,
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 NON-SUPPLY OF PIPED WATER TO THE COMPLAINANT'S HOUSE.**

COMPLAINT

Mr. Farhan Faheem, filed an online complaint on 11.12.2024 and alleged non-supply of piped water at H. No. E-433, Khudadad Colony, Karachi since last three weeks. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 18.12.2024 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of original signed complaint addressed to the Ombudsman Sindh, copy of CNIC and Affidavit on Form "A" and by condoning the delay, which were submitted by him later-on. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 06.01.2025 for report.
3. While the agency's report was awaited, the complainant sent a letter dated: 09.01.2025 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: 09.01.2025. 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; 13th February, 2025