



## **DECISION**

Complaint No. : POS/3583/KE/247/2023

Name and Address of the Complainant : Mr. Muhammad Iqbal Haroon, House No. A-2004, Haroon Palace, Metroville-III, Block-II, Abul Hassan Isphani Road, Karachi.

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

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

Subject :- **INACTION ON THE COMPLAINTS REGARDING ALLEGED SUPPLY OF CONTAMINATED WATER IN AREA OF THE COMPLAINANT.**

### **THE COMPLAINT**

Mr. Muhammad Iqbal Haroon, in his complaint dated 15.05.2023, stated that he is resident of House No. A-2004, Block-II, Metroville III, Abul Hassan Isphani Road, Karachi. He stated that he is facing an acute problem, since last two months as contaminated water having bad smell, which is not even fit for taking bath or to wash clothes is being supplied to him. He stated that upon probing he came to know that a sewerage pipe was broken nearby causing leakage and thus mixing with water line. The residents he stated had visited KW&SC Offices various times, lodged complaints with KW&SC but all in vain. He, therefore, solicited intervention of this office in the matter.

### **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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Executive Engineer (Water), Scheme-33, KW&SC, Karachi vide letter dated 25.09.2023 stated that KW&SC has laid a new water pipe line in the area under the MNA funding and work was carried out with assistance of PWD. The water supply in that area has been restored as per schedule as well as to adjoining residential project as per schedule.

3. Copy of the agency's report was sent to the complainant for rejoinder, but he failed to respond despite repeated efforts, which implies that complainant was satisfied after reported redressal of his grievance.

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**FINDINGS**

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

**CONCLUSION**

5. In view of 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 30-01-2025

