



DECISION

Complaint No. :

POS/6002/KE-335/2022

Name and address
of the complainant :

Mr. Isar Muhammad R/o R-816, 31-C/1, KDA Employees Quota, Korangi,
Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Director, Regional Office, Korangi

Subject :-

**COMPLAINT AGAINST KARACHI WATER & SEWERAGE
CORPORATION (KW&SC) FOR ITS FAILURE TO SUPPLY
ADEQUATE QUANTITY OF PIPED WATER TO THE RESIDENTS
OF KDA EMPLOYEES' SOCIETY, KORANGI, KARACHI.**

THE COMPLAINT

Mr. Isar Ahmed, submitted online complaint to this office against the Karachi Water & Sewerage Corporation (KW&SC) regarding inadequate water supply to KDA Employees at 31/C-1, Korangi Township, Karachi. He has stated that despite approaching the concerned authorities his problem was not resolved. Hence, he solicited our intervention for the redressal of his grievance.

PROCEEDINGS

2. The complaint was admitted for investigation under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), subject to the submission of the original signed complaint, a copy of the CNIC, and an affidavit on Form-A, as required under Section 10(1) of the Act. The necessary documents were duly submitted.
3. The complaint was forwarded to the KW&SC for a report/comments. Following persistent follow-up, the Executive Engineer (Water), KW&SC, Korangi Town, reported vide letter dated 14.07.2023 that the KDA Employees Society had two connections, one 6" in diameter and another 4" in diameter, from a 15" diameter main line. The society's Association/Committee managed the internal water distribution independently. The Engineer further stated that the water supply to the complainant's area was normal per schedule.
4. The Agency's report was forwarded to the complainant for a rejoinder vide a letter dated 31.07.2023, followed by reminders on 19.12.2023 and 06.02.2024. However, the complainant failed to respond. It is presumed that the complainant's issue has been resolved, and he has therefore lost interest in pursuing the complaint further.

FINDINGS

5. Upon reviewing the case file and proceedings conducted by the Investigating Officer, I observed that the intervention of this office has resulted in the redressal of the grievance of the complainant.

DECISION

6. In light of the above, the complaint is hereby disposed of as redressed.

Given under my hand and seal of office.



(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz: PAS
Ombudsman, Sindh
Karachi, dated the 19th November, 2024