



DECISION

Complaint No. : POS/33/2025/KHS

Name and address of the complainant : Mr. Muhammad Imtiaz,
R/o Flat no. 05, 1st Floor, Rang Mahal Building,
Robson Road, District South, Karachi.

Name of the Agency Complained against : KW&SC
Syed Maqsood Haider,
Director, Regional Office South

Name & Designation of Investigating Officer : Rehana Ghulam Ali Memon,
Advisor-II

Vetted by : **COMPLAINT AGAINST NON-SUPPLY OF CLEAN WATER TO THE AREA FROM FEROZE CHOWK TO JAMA CLOTH MARKET.**

Subject : **THE COMPLAINT:**

Mr. Muhammad Imtiaz Alias Taji filed a complaint on 08.08.2025, stating that the residents have been receiving contaminated water supply for only 15 minutes a day from Feroze Chowk to Jama Cloth Market and is a persistent problem causing hardship for the residents of the area. He solicited the Provincial Ombudsman Sindh's intervention in the matter.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date) by condoning the delay. The complainant also submitted the requisite Affidavit on Form "A" and other relevant documents and the report was called from the agency. In response, the Executive Engineer (W) Saddar town, District South-B, KW&SC vide letter dated 23-05-2025 stated the contamination occurred due to repeated puncturing of the Water Line at Burns Road Nalla by drug addicts and has been repaired several times but now the line will be replaced by WTM Department, KW&SC soon to overcome the contamination issue permanently. The report was forwarded to the complainant for rejoinder who in his rejoinder dated 02-09-2025, confirmed that the water supply issue has been resolved, with clean water available for longer hours, and thanked the Ombudsman Institution for prompt redressal.

FINDINGS:

3. In view of the agency's remedial measures and the complainant's confirmation of clean and regular water supply, the grievance stands resolved.

DECISION:

4. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

Given under my hand and seal of office

Sd/-

Muhammad Sohail Rajput
Sitara-e-Imtiaz, PAS
Ombudsman Sindh



Karachi, dated 8th October 2025