



DECISION

Complaint No. : POS/1849/2024/KM/KW

Name and address of the complainant : Mr. Nizamuddin R/o House NO. 5/2, 791/1/A, Sector 11 ½, Mansoor Nagar, Orangi Town, Karachi.

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

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT REGARDING NON-SUPPLY OF DRINKING WATER TO SECTOR-11 ½, MANSOOR NAGAR, ORANGI TOWN, KARACHI.**

COMPLAINT

The complaint of Mr. Naizamuddin was forwarded to this office by the Additional Registrar, Wafaqi Mohtasib's Secretariat Karachi vide letter dated 15.03.2024. The complainant stated that the area of Sector 11 ½, Mansoor Nagar is deprived of water supply since 2014. He approached the KW&SC repeatedly for restoration of water supply but to no avail. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving relevant documents, copy of CNIC, mandatory affidavit on Form-A and by condoning delay.
3. This office issued a notice dated 24.09.2024 to the Executive Engineer (Water), KW&SC, Orangi Town Karachi for report, followed by reminders but he did not respond. This office issued summons of Executive Engineer vide dated 14.04.2025. The Executive Engineer (Water), Orangi town, KW&SC, Karachi informed vide letter dated 02.06.2025 that normal quantity of water is being supplied to the area of Mansoor Nagar, Sector 11 ½, as per schedule.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 10.06.2025, followed by a reminder but he did not respond.

DECISION

5. 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 to date), the complaint is disposed of on account of non-prosecution.

Given under my hand and seal of the office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated **18th** August, 2025