



## DECISION

Complaint No. : POS/7499/2022/73/G

Name and address of the complainant : Mr. Muhammad Shahid,  
R/o. Flat No. 04, 1<sup>st</sup> Floor, Okhai Trust Building  
Police Choki Kharadar, Old City Area, 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 : **COMPLAINT AGAINST KW&SC REGARDING  
NON-SUPPLY OF PIPED WATER TO OKHAI  
TRUST BUILDING, KHARADAR, KARACHI.**

### COMPLAINT

Mr. Muhammad Shahid, filed an online complaint on 23.11.2022 against KW&SC and alleged non-supply of piped water to Okhai Trust Building, Kharadar since last fifteen years. He has further stated that though the agency has not provided water for last so many years but yet it has issued a bill amounting to Rs.500,000/- on account of water charges. He, therefore, solicited our intervention and also requested to make installments of the pending bills.

### PROCEEDINGS

2. The complaint was admitted on 09.12.2022 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, copy of CNIC, an Affidavit on Form "A" and by condoning the delay, which were submitted by him in the office. The matter was also taken up with the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 02.01.2023 for report.
3. The Executive Engineer, (W), Saddar Town, District South-B, KW&SC reported vide letter dated: 25.01.2023 that the piped water to the complainant's building (consisting ground+18 sub-units) has been restored. The agency vide another letter dated: 21.03.2023 proposed installment of Rs.100,000/- P.M. against the pending bill. The report of the agency was forwarded to the complainant vide this office letter dated: 28.03.2023 for seeking his confirmation.



4. Later-on, the complainant vide his letter dated: 03.05.2024 informed that after 08 months of efforts by this Institution, the water supply to his building has been restored and he requested to close his case. When the Investigating Officer contacted him through his mobile phone to ascertain the position of pending water charges, he stated that he intends to resolve this issue through bilateral negotiations with KW&SC without our indulgence.

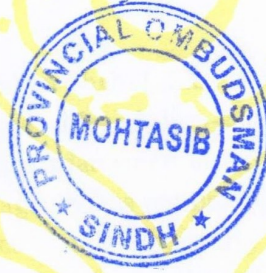
#### FINDINGS

5. The complainant's issue of non-supply of piped water to his building has been resolved due to intervention of this Institution. As regards the payment of arrears, the complainant intends to settle this issue with KW&SC without our indulgence. Hence, no further action is required by us.

#### DECISION

6. 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; ~~27~~ November, 2024