



DECISION

Complaint No.	:	POS/9931/2023
Name and address of the complainant	:	Mr. Muhammad Hanif, R/o. House No. B-1030, Sector 31-B, KDA Employee's Quota Scheme, Korangi, Karachi
Name of the Agency Complained against	:	Karachi Water & Sewerage Corporation (KW&SC),
Name & Designation of Investigating Officer	:	Mr. Muhammad Shoaib Ahmed Siddiqui, Advisor-in-Charge, R.O Korangi
Vetted by	:	Mr. Ghulam Abid Shaikh, Advisor-K
Subject	:	<u>ALLEGED DELAY IN PROVISION OF SEWERAGE SYSTEM IN KDA EMPLOYEES' QUOTA SCHEME, KORANGI, KARACHI.</u>

COMPLAINT

Mr. Muhammad Hanif approached this office against KW&SC on 20.12.2023, alleging delay in provision of a sewerage network in KDA Employees' Quota Scheme, Sector 31-B & C, Korangi. He contended that although a PC-1 for the said work had already been prepared and submitted to the higher authorities, but no action had been taken so far.

PROCEEDINGS

2. The matter was referred to KW&SC for report and was also fixed for hearing on various dates. The Executive Engineer (Sewerage), KW&SC Korangi Town, vide letter dated 13.12.2024, reported that he had recently been posted in Korangi Town and, despite efforts, could not trace any PC-1 in his office record. He further stated that he would conduct a site visit of the area to ascertain the factual position in order to resolve the issue.
3. Upon continuous follow-up, the Executive Engineer (Sewerage), KW&SC Korangi Town, vide letter dated 24.07.2025, informed that a revised PC-1 had been submitted to the competent authority for necessary process. The Executive Engineer also appeared in the office of Investigating Officer on 11.08.2025 and informed that sewerage line has been laid outside the KDA Employees' Quota Scheme, Sector 31-B, C, Korangi, whereas PC-1 for sewerage network of inside the residential scheme is still pending approval by the competent authority.

FINDINGS

4. It is established that the complainant's grievance regarding delay in provision of sewerage facilities is genuine. The residents of the locality have suffered due to this administrative slackness. Although the revised PC-1 has now been submitted to the competent authority, the matter still requires close monitoring to ensure that the project is implemented within a fixed timeframe.

(2)

DECISION

5. 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, I hereby dispose of this complaint with the following directions to ***the Managing Director / CEO, KW&SC:***

- a) *To process the revised PC-1 submitted by the Executive Engineer (Sewerage), Korangi Town, on priority basis and obtain approval from the competent authority within 40 days.*
- b) *To ensure commencement of execution of the sewerage scheme immediately after approval and ensure completion within a period not exceeding 180 days.*

Given under my hand and seal of office.

Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated: 8th October, 2025

