



## **DECISION**

Complaint No. : POS/3315/KE-233/2023

Name and address of the complainant : Mr. Zeeshan Ahmed,  
R/o. House No. 18, Street No.13, Area 37-A,  
Landhi No.3 ½, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Director, Regional Office, Korangi, Karachi

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **INACTION ON THE COMPLAINTS REGARDING  
REPAIR / MAINTENANCE OF MAIN WATER  
SUPPLY LINE.**

### **COMPLAINT**

Mr. Zeeshan Ahmed, filed an online complaint on 03.05.2023 against KW&SC alleging inaction on his representations made regarding repair / maintenance of main supply line to resolve the issue of non-supply of piped water to street no.13, Area 37-A, Landhi No. 3 ½, Karachi.

### **PROCEEDINGS**

2. The complaint was provisionally admitted subject to submission of original signed complaint, Affidavit on Form-A and copy of CNIC, which he submitted later-on. Thereafter, the matter was referred to KW&SC for report/comments.
3. Later-on, a hearing was held on 21.11.2023 which was attended by the complainant and Executive Engineer (Water) KW&SC, Landhi Town, where the XEN deposed that grievance of the complainant has been attended and resolved. The complainant also confirmed the same but suspected that it may reemerge after few months.
4. The complainant was, however, advised to let this office know if he faced the problem of short supply of piped water vide letter dated: 05.12.2023 followed by reminders dated 02.01.2024 and 06.02.2024 but he did not respond.

### **FINDINGS**

5. It appears that the complainant is not facing any problem of non-supply of piped water after the resolution of problem by KW&SC.

### **DECISION**

6. In view of the above, the complaint stands fully 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; 7<sup>th</sup> February, 2025