



DECISION

Complaint No. : POS/5177/KE-462/24

Name and Address of the Complainant : Mr. Raj Wali Khan, R/o. House No. 4318, Muhallah New Muslimabad Colony, Landhi, District Malir, Karachi.

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

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **COMPLAINT AGAINST KW&SC OFFICIALS FOR NOT PROVIDING TWO INCH DIA WATER CONNECTION AS PROMISED DESPITE RECEIVING RS. 16,00,000/- AGAINST DEMAND OF RS. 25,00,000/-.**

THE COMPLAINT

Mr. Raj Wali Khan in his complaint dated 04.11.2024 stated that he is resident of House No. 4318, Muhallah New Muslimabad Colony, Landhi, Karachi. He stated that he was allowed one inch water connection for his *bara* situated at Plot No. 388/389 Bhens Colony Road No. 10. But since last ten years water is not being supplied through this line, though water bill is continuously being charged. The complainant stated that he approached the KW&SC Office, where he met with person named Shehzad who introduced himself as contractor and another person named Tanveer Ahmed Shaikh, who claimed to be Superintending Engineer, who assured him that they will provide 2 inch water connection from 24 inch dia line, which will benefit the entire area at cost of ~~rupees~~ Rs. 25,00,000/- (for excavation, providing and laying of water line & labour charges) and such work will be completed within one month. The complainant stated that he accordingly deposited Rs. 5,00,000/- into the bank account of Mr. Shehzad. However, he provided 2 inches dia connection from a branch line passing through Street/Road No. 8, instead of 24 inch main line. The complainant stated that during the execution of work he further deposited Rs. 11,00,000/- into the bank account of Shehzad Shaikh via interbank transfer from bank account of his munshi Imran, but despite passage of more than one year his problem is not yet resolved. He requested that the matter may be inquired & legal action against these persons may be taken and he may be provided water line as per given assurance. He, therefore, solicited intervention of this office for redressal of his grievance.

PROCEEDINGS

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. But the, Agency failed to furnish any report despite issuance of two letters.

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3. Consequently, hearing was fixed on 28.01.2025 when Mr. Imran Ali appeared on behalf of complainant and he was explained that his complaint is against private persons and doesn't show any evidence of mal-administration ^{by} against any department. He was advised that if he has problem of water not being supplied despite paying bill then he need^s to move a separate application/ complaint attaching copies of last paid bill. The complainant's representative understood the advice and requested to close this complaint as withdrawn.

FINDING

4. The complainant withdrew his complaint at his own wish.

CONCLUSION

5. In view of above, the complaint is disposed of as withdrawn.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 20-06-2025

