



DECISION

Complaint No. : POS/37/2024/ADV-S

Name and address of the complainant : Mr. Muhammad Umar Malik,
H. No. B-259, Block-C, North Nazimabad,
Karachi.

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

Name & Designation of Investigating Officer : Syed Hashim Raza Zaidi,
Advisor-S.

Vetted by :

Subject : **REQUEST FOR REPLACEMENT OF OLD/DAMAGED SEWERAGE LINE OF HOUSES NO. B-256 TO B-267, BLOCK 'C' NORTH NAZIMABAD, KARACHI.**

THE COMPLAINT:

Mr. Muhammad Umar Malik filed a complaint on 04.06.2024 alleging that due to damaged sewerage line since last 20 years, he and the residents of area i.e. houses No. B-256 to B-267 of Block 'C' North Nazimabad, Karachi have themselves shifted/changed their house sewerage lines into rainy nallah. He added that due to construction of a project by the City Govt./Karachi Metropolitan Corporation the rainy nallah was closed six months ago. Resultantly their sewerage lines are blocked and they are facing severe sewage problem as the sewerage water is entering in their houses. He also approached the concerned officers of KW&SC but to no avail. He, therefore, solicited our intervention for the resolution of his problem.

PROCEEDINGS:

2. The case was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) and then matter was referred to the Agency for report. In response, Executive Engineer (Sew), KW&SC, North Nazimabad in his letter dated 29.07.2024 informed that 12" dia choked & damaged sewer sub main pipe line has been replaced with construction of main holes at above mentioned address and the sewer problem has been resolved. He added that the Area Supervisor has visited the site and found no sewer over flow in the said area. He also enclosed photographs as an evidence.

3. The complainant in his rejoinder dated 12.08.2024 repeated the contentions of his earlier complaint dated 04.06.2024 and added that the report of the concerned officer of KW&SC is fake, misguiding and fabricated, whereas four (4) sewerage lines from his (complainant) house to main-hole has been changed and others sewerage lines were not changed. He further said that all main sewerage lines are totally choked/damaged and ten others main-holes are closed and overflowing with dirty water and requested us to resolve the problem.

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4. The matter was followed up with the agency. The Executive Engineer (Sew), KW&SC North Nazimabad has submitted his report dated 19.11.2024 that he has replaced sewer pipe line in front of house No. A-259 (complainant' house) again and now there is no sewer over flow in the said vicinity. He also enclosed photographs as evidence.

5. The complainant in his application dated 28.11.2024 stated that after intervention of this institution the concerned officer of KW&SC has resolved his problem. He also expressed his thanks to the institution of Provincial Ombudsman Sindh for timely resolution of his problem and requested to close his case.

FINDING:

6. Since the grievance of the complainant has been resolved, no further proceeding is required by the Institution of Provincial ombudsman Sindh.

DECISION:

7. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of this office.

Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh,

Karachi, dated: 22nd January, 2025

