



DECISION

Complaint No. : POS/4841/2021/KM/KW

Name and address of the complainant : Mr. Khalid Alvi R/o. House No. A-316, Sector 4-C, Surjani Town, Karachi.

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

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (West).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N.

Subject : **COMPLAINT REGARDING SHORTAGE OF WATER AND NON-MAINTENANCE OF SEWERAGE SYSTEM IN SECTOR 4-C, SURJANI TOWN, KARACHI.**

COMPLAINT

Mr. Khalid Alvi filed a complaint dated 21.09.2021 wherein he alleged shortage in supply of piped potable water and non-maintenance of sewerage system in Sector 4-C, Surjani town, Karachi. He approached the higher authorities to resolve his grievance but all in vain. Aggrieved by that, he solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted 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 mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice to the Executive Engineer (Water) and Executive Engineer (Sewerage), KW&SC, Gadap Town, Karachi for report vide letter dated 14.10.2021, followed by reminders. The Executive Engineer (Sewerage), Gadap Town, KW&SC informed vide letter dated 12.12.2023 that the sewerage work at site has been completed. He enclosed a copy of written statement of the complainant as an evidence.
4. This office continued correspondence with Executive Engineer (Water) Gadap Town with regard to shortage in supply of drinking water who informed vide letter dated 09.04.2025 that the water supply line in sector 4-C of 400 feet has been replaced in order to supply water to the area of sector 4-C, Surjani Town Karachi.
5. The agency's report was sent to the complainant for rejoinder vide letter dated 11.04.2025, who in response informed vide letter dated 08.05.2025 that the work of laying water line is still incomplete. The rejoinder of the complainant was sent to the Executive Engineer (Water) Gadap town for comments who submitted report vide letter dated 23.07.2025 that the work of laying water line has been completed and drinking water is being supplied to the area of sector 4-C as per schedule.

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6. The report of the Executive Engineer (Water) Gadap town was sent to the complainant for rejoinder vide letter dated 28.07.2025 but he did not respond despite issuing a reminder.

DECISION

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of on account of non-prosecution.

Given under my hand and seal of the office

Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated 20th October, 2025

