



DECISION

Complaint No. : POS/3220/KE-198/23

Name and Address of the Complainant : Dr. Sarah Ijaz Hussain w/o Abrar Khan, R/o 15-G, Block-6, PECHS, Karachi.

Name of the Agency Complained against : KW&SC

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

Subject :- **ALLEGED DISCRIMINATION BY KARACHI WATER AND SEWERAGE CORPORATION (KW&SC) IN SUPPLY OF WATER TO THE COMPLAINANT FOR LAST TWO (2) YEARS DESPITE PAYMENT OF BILLS.**

THE COMPLAINT

Dr. Sarah Ijaz Hussain in her complaint dated 26.04.2023 stated that she is facing severe water shortage at her house No. 15-G, Block-6, PECHS, Karachi since last two years. She stated that although a new water supply line was laid and her neighbors residing at 15-F, and 15-H were getting adequate water supply but she is deprived of it. Despite having contacted concerned officials of KW&SC for restoration of water supply to her, no any positive response was received. She, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay 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 receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency, but it failed to furnish comments.

3. In order to investigate the matter, hearing was held by the Investigating Officer on 18.05.2023, which was attended by Executive Engineer, Jasmhed Town, KW&SC. He explained that on checking, the water supply pipeline of the street, where complainant resides was found broken from the main line connection point. He stated that the line has now been repaired and hopefully complainant will get water supply as per schedule. On 19.05.2023 Mr. M. Tauseef, AEE, appeared and informed that water supply to the residence of the complainant has resumed. He also shared a video showing restoration of water supply to the complainant's underground water tank.

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4. Subsequently, Executive Engineer (W-I), Jamshed Town, KW&SC also furnished a formal report vide letter dated 10.07.2023 stating that complaint of Dr. Sara Ijaz Hussain resident of 15-G, Block-6, PECHS, has been resolved and she is getting water as per schedule. The report added that the source from which complainants' area is getting water is operated by CTM. If the pressure is down from CTM, the supply also gets affected, however, water supply is restored upon improvement in pressure.

5. Copy of the Agency's report was forwarded to the complainant for confirmation but she failed to respond. However, the Investigating Officer contacted the complainant on phone, who confirmed that her grievance was resolved. She also extended gratitude to this Institution.

FINDING

6. As a result of constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

7. In view of the above, the complaint is disposed of as redressed. This also disposes of complaint bearing No. POS/2780/KE-188/2024 filed by the same complainant being identical in nature.

Given under my hand and seal of the office



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

Karachi, dated 19th November, 2024