



DECISION

Complaint No. : POS/8775/KE/543/2023

Name and Address of the Complainant : Mr. Taimoor Rehman, R/o. Flat No. A-211, Sunbeam Pride Phase-2, Block-10, Kamran Chowrangi, besides Sumaira Tower & Glamour Sunrise Gulistan-e-Johar, 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 :- **ALLEGED SEVERE SHORTAGE OF WATER AT SUNBEAM PRIDE PHASE-2, BLOCK-10, KAMRAN CHOWRANGI, GULISTAN-E-JOHAR, KARACHI.**

THE COMPLAINT

Mr. Taimoor Rehman in his complaint dated 20.12.2023 stated that his area was facing water shortage since last two years. This issue he stated had become painful for all the residents of the area. He stated that despite several complaints to KW&SC, no action has been taken by them. He therefore, solicited intervention of this office for redressal of his grievance.

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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Executive Engineer (Water), Gulistan-e-Jauhar Division, KW&SC vide letter dated 22.05.2024 reported that water supply to Sunbeam Flats/ Apartment, has been restored as per schedule:

- 1st Day: 08:00 AM to 11:00 AM (03 Hrs.)
- 2nd Day: 05:00 PM to 07:30 AM (2.5 Hrs.)

3. The report stated that the supply to Apartment was made through a 1.25 inch dia water connection, from the main 18 inch dia water supply line. It stated that neighboring apartments in the vicinity were also getting normal water supply, and no complaint was received from the area since last several months. The report observed that the complainant might not had installed a suction pump, which hampered proper water supply. Additionally, it transpired that their M:S service pipe connected to the 18 inch dia main water line had been badly rusted & corroded, causing interruption in water flow. He stated that as per policy, this service pipe was required to be replaced by the complainant at his own expenses.

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4. Copy of the agency's report was sent to the complainant for rejoinder, but he failed to respond despite repeated efforts, which implies that complainant acted on agencies advice for redressal of his grievance.

FINDING

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

CONCLUSION

6. In view of above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 06.05, 2025

