



DECISION

Complaint No. : POS/3226/KE/223/2023

Name and Address of the Complainant : Syed Mustafa Hussain, R/o House No. B-7 Block-7, Gulistan-e-Jauhar, 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 INACTION ON COMPLAINTS REGARDING IRREGULAR SUPPLY OF WATER FOR LAST FOUR MONTHS TO COMPLAINANT'S AREA.**

THE COMPLAINT

Syed Mustafa Hussain, in his complaint dated 17.04.2023, stated that he resides at house No. B-7, Block-07 Gulistan-e-Jauhar Karachi. He mentioned that all his area residents were facing serious water crises for the last four months and if at all water is supplied it is contaminated. He further stated that in this regard, he has filed several complaints, to M.D, Chief Engineer and Executive Engineer, Gulistan-E-Jauhar, KW&SC, but no action was taken. He, 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 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, KW&SC vide letter dated 07.09.2023 reported that due to low pressure of water and location of the house of complainant situated at the tail end, there is temporary interruption in supply of water. The report added that the technical team is working to improve water availability, while the estimate to upgrade the infrastructure has been prepared and submitted for approval and as soon as it is received, the work will start. The report added that KW&SC team was working actively to address this issue.

3. In order to sort out the issue, the Investigating Officer heard the case on different dates & also visited the site to determine source of contamination which turned to be a crossing of water pipe through the SWD carrying sewerage. Accordingly, the KMC officials were called and assigned task of de-silting of the said spot of Nalla, so that KW&SC may construct concrete encasing around that pipe line to avert chances of contamination from damage / leakage in pipe. In the subsequent visit of the subject site Executive Engineer, B&R TMC Safoora of Jauhar Town & KW&SC officials accompanied the Investigation Officer to chalk out a coordinated work plan to carry out repair work.

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4. Subsequently, the Executive Engineer (Water) Gulistan-e-Jauhar Div. KW&SC vide letter dated 18.12.2023 reported that the leakages on main line and valve have been repaired. The blockages in the water supply line of complainant has also been cleared, and resultantly water supply has improved to the complainant's house. The Agency assured to take up work further towards bringing further improvement of water supply to complainant's area.

5. However, the complainant in his rejoinder dated 28.02.2024 stated that water supply in the area was still not normal.

FINDINGS

6. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

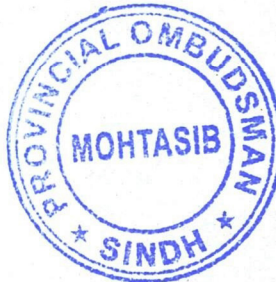
- i. The complainant and residents of Block-07, Gulistan-e-Jauhar have been suffering on account of shortage of water supply since long, compelling them to rely on purchasing of water tankers.
- ii. The issue of contamination has been addressed by plugging leakages and potential contamination points, however, normal water supply was not restored.
- iii. KW&SC is responsible for ensuring smooth water supply to the area, but it has failed to resolve the issue completely. It is prime responsibility of KW&SC to ensure an equitable water supply to its consumers from the available resources through better and effective water distribution system.

DECISION

7. In view of the above and in exercise of powers conferred upon me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date). I direct the Chief Engineer (Water Distribution), Karachi Water & Sewerage Corporation to attend the complaint by ensuring an adequate supply of water to the complainant's area.

8. Compliance should be reported to this office within 30 days hereof.

Given under my hand and seal of the office



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

Karachi, dated 03-07-2025