



## **DECISION**

Complaint No. : POS/4562/2024/KR

Name and address of the complainant : Mr. Maqsood Ahmed,  
: R/o. House No. A-42, Awami Colony,  
Korangi, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
: Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **COMPLAINT AGAINST CONSTRUCTION OF STORAGE WATER TANK OF 500,000 GALLON / PUMPING STATION IN THE AREA WHICH WILL INCREASE THE ISSUE OF SHORTAGE OF WATER.**

### **COMPLAINT**

Mr. Maqsood Ahmed filed a complaint on 01.10.2024 against the construction of a storage water tank of 500,000 gallons / pumping station near Singer Chowrangi ahead of Awami Colony, Gulzar Colony, Bilal Colony, Sharafi Goth, contending that it would be filled from a 33" line despite the fact that residents of the said areas are already facing shortage of water. He apprehended that after construction of such a huge storage tank, the water crisis for residents of these colonies would further worsen. He therefore sought intervention of this office.

### **PROCEEDINGS**

2. The matter was referred to KW&SC for report. In response, the Executive Engineer (Water), Landhi Town, vide letter dated 29.10.2024 reported that the construction work was being executed by Karachi Metropolitan Corporation (KMC), which would be in a better position to clarify the position.
3. The Executive Engineer, Engineering Department, KMC, Karachi, vide letter dated: 12.02.2025, informed that the development work in question was approved by KMC during the year 2022–2023. The purpose was to ensure uninterrupted water supply through a storage tank by improving and replacing the old water supply pipeline for the adjacent areas of Zaman Town, Labour Square, Khaddi Stop and K-Area, Landhi Town, on the recommendation of Member Provincial Assembly of Sindh, Syed Hashim Raza Jillani.

4. The Executive Engineer, KW&SC, Korangi, appeared in office of the Investigating Officer's on 14.05.2025 and was specifically asked whether the construction of the storage tank would affect the water supply to the areas pointed out by the complainant. He clarified that not only was the tank being constructed, but old pipelines are also being replaced with a new network, and therefore the supply to the surrounding areas would not suffer due to the construction of new storage water tank.

**FINDINGS**

5. The Executive Engineer, KW&SC, Korangi during hearing of the case on 14.05.2025 clarified that after the construction of new storage water tank and replacement of old pipe lines with the new network, there will no shortage of supply of piped water to the residents of Awami Colony, Gulzar Colony, Bilal Colony and Sharafi Goth.

**DECISION**

6. In view of the above, I in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), *do hereby direct the Chief Executive Officer / Managing Director, Karachi Water & Sewerage Corporation to ensure that there is no shortage of supply of piped water to the residents of Awami Colony, Gulzar Colony, Bilal Colony and Sharafi Goth as a result of the construction of new storage tank.*

*Given under my hand and seal of office.*



***Sd /-***

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 2<sup>nd</sup> September, 2025