



## DECISION

Complaint No. : POS/449/KE-70/2019/G

Name and address of the complainant : Mr. Imran Mehdi,  
R/o House No-66-A, Street No. 12, Sector-8/B,  
Hazrat Bilal Colony, Korangi Karachi.

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

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)  
Consultant-G

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

Subject : **COMPLAINT AGAINST NON-SUPPLY OF PIPED WATER TO SECTOR 8/B, KORANGI, KARACHI.**

### COMPLAINT

Mr. Imran Mehdi, filed a complaint on 07.02.2019 and alleged non-supply of piped water to Sector-8/B, Korangi, Karachi for last three years. He, therefore, solicited our intervention for resolution of the problem.

### PROCEEDINGS

2. The complaint was admitted on 13.02.2019 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), and by condoning the delay. Thereafter, the matter was referred to the agency for report. After continued follow up, the Executive Engineer, Korangi Town, (W/D), KW&SC vide his letter dated: 02.09.2021 stated that in order to improve & ensure water supply to Sector 8/B, Korangi, a PC-I has been submitted to higher authorities.
3. Later-on, the Executive Engineer, Korangi Town, KW&SC informed that at present the piped water is being supplied to Sector 8/B once a week for 3 to 4 hours as the area is at the tail end of the supply system. During the hearing on 12.11.2024, the Executive Engineer reported that the proposal of replacement of pipe line in Sector 8/B, has been dropped. He added that the complainant's issue would be resolved by providing additional water in system after completion of the K-IV project.

### FINDINGS

4. The bonafide of the complaint is established as KW&SC has admitted short supply of piped water to Sector 8/B, Bilal Colony, Korangi, Karachi which needs to be resolved.

Continue page 2



**DECISION**

5.

In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is directed to take immediate measure for increasing the quantity of piped water supply to Sector 8/B, Korangi, Karachi and report compliance inside 60 days, hereof.*

*Given under my hand and seal of office.*

**- Sd \-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; **27<sup>th</sup>** November, 2024

