



## **DECISION**

Complaint No. :

POS/4865/KE/410/24

Name and Address  
of the Complainant :

Mr. Parvez Akhtar & others, R/o House No. A-148,  
Works Co-Operative Housing Society Ltd., Block-04,  
Gulistan-e-Jauhar, Karachi.

Name of the Agency  
Complained against :

- i. Karachi Water & Sewerage Corporation
- ii. Cooperation Department

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT REGARDING ALLEGED  
IRREGULAR SUPPLY OF WATER BY THE  
KW&SC AND MANAGEMENT OF WORKS CO-  
OPERATIVE HOUSING SOCIETY TO THE  
COMPLAINANTS DESPITE REGULAR  
PAYMENTS OF BILLS, ETC.**

### **THE COMPLAINT**

Mr. Parvez Akhtar & others in their complaint dated 18.10.2024 stated that they are residents of Works Cooperative Housing Society (WCHS) Block-4, Gulistan-e-Johar, Karachi. Their complaint is against the management of Works Cooperative Housing Society (WCHS) and the Karachi Water & Sewerage Corporation (KWSC), for failing to provide water, despite regularly paying bills to KW&SC. The complainant stated that WCHS is a society of around 407 houses, and the water supply system is laid, managed and controlled by the management of WCHS. Water is supplied to the society, through a 4" dia bulk water supply line laid by KW&SC, which feeds to underground reservoir of the WCHS. KW&SC provides water daily to the society for 3 hours (around 21 hours per week). WCHS stores this water in its underground tank and supplies it to residents through pumping for only 6 hours per week (2 hours every other day) through a small ½ inch dia pipe. The water is supplied to residents through pumping regulated by the society's Water Committee, and there is no overhead water tank. The society is built on a hill, and half the units are uphill while the other half are downhill. The water pump used to supply water is weak, forcing some residents to use their own small pumps. The Water Committee announces water supply timings via WhatsApp, but the schedule is often unreliable, with frequent complaints about water shortages, low pressure, and schedule changes.

2. The complainant alleged that besides supplying limited water to residents, WCHS also uses same water for its commercial activities, like its school, community center, and park, which the society has reserved as School Play Ground and residents cannot access the park. The complainant stated that while all residents pay their water bills to KW&SC, WCHS does not pay KW&SC's bulk supply bill under a litigation and has even obtained a stay order against KW&SC's recovery suit.

3. When residents raise concerns or write letters, WCHS management, including Mr. Syed Mujtaba Khursheed, Mr. Afzal Farooqi, Mr. Habib Rasheed, and Mr. Hassan, threaten them of legal action, intimidate them, and even make false allegations. Recently, they even attempted to file an

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FIR against residents requesting water supply. The complainant added that ever since the WCHS has taken control of water supply in 2014, water shortages have worsened, and residents are now forced to buy water tanker at high costs. WCHS was sanctioned two 4-inch lines by KW&SC and issued two challans of Rs. 35,17,140/- each, in 2008 but it paid only one. Instead of improving the supply by obtaining another connection as per need of Society, they are depriving residents of water and diverting such limited water even for their own commercial use. The complainant stated that the residents have protested and submitted several applications to both KW&SC and WCHS for a better water supply, maintenance, and offered various temporary solutions to the Society. Unfortunately, none of these requests have been addressed.

4. The complainants desired that KW&SC and WCHS be directed to ensure proper and consistent water supply to all residents. The WCHS should obtain a second water line from KW&SC to bolster the existing supply of water to all residents and KW&SC lay a separate line for commercial use of society like School, Park, amenities etc. Complainant further desired that WCHS and its officers should also stop harassing and threatening residents. The complainant solicited intervention of this office to get the matter resolved amicably.

#### PROCEEDINGS

5. 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. In response, Honorary Secretary, Works Cooperative Housing Society vide letter dated 15.11.2024 stated that allegations are totally unfounded, baseless and only to draw extra illegal benefits from the society. The report stated that previously these people had approached secretary Works Cooperative Housing Society to allow them illegal connection from KW&SC trunk main laid on 100 feet wide road from university road to block 4, block 2, block 3 and beyond vide letter dated 23.07.2024. The report claimed that the society vide its letter no. WCHS/Blk-4/GJ/23 dated 31.07.2024 has applied to KW&SC new water connection and issuance of challan for allowing another water connection from main trunk on 100 feet wide road to which KW&SC has yet to reply. The report stated that the society prevented against any foul practice allegedly from complainants in collusion with KW&SC field staff for getting unauthorized/illegal water connections from trunk main.

6. The society report stated that it may be noted that out of 402 residential & commercial units only 09 people (complainant) have raised this issue and politicized the same at their own choice, as well as resorting to illegal methods to draw excess water supply from society's main supply line. For instance, the report added that complainants have been officially allowed 1/2 inch dia water connection like all residents from the society's distribution line but they are engaged in practices which are illegal and amounted as offence like,

- i) They all have taken water connection of 3/4" dia, 1" dia from the supply line of the society in contravention of authorized 1/2 inch dia connection.
- ii) The moment Society pumps are switched on to supply water to the area residents, the houses which have installed suction pumps to their distribution line, start their own suction pumps as a result of which water pressures reduces with every next house, which could be managed if all the houses remove their suction pumps and stop taking extra water from society's laid network.

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- iii) The society report lamented the complainants to have been found engaged in disturbing the existing water supply network of the society. He furnished Photographs of complainants allegedly disturbing the network of the society.
- iv) The society report claimed that in a surprise visit by the society's field staff on 05.10.2024 at mid night, it found two persons engaged in obtaining illegal water connection from society' main line.
- v) The society stated that it reported such attempt by complainants of getting illegal water connection to SHO Gulistan-e Johar Police Station vide no. WCHS/R-3059/1734 dated 08/10/2024 with photographs to take legal action.

7. In order to thrash out the facts, Investigation Officer held hearings attended by the complainant and the Office bearers of WCHS. The complainants explained that charges leveled by the Society were false as they had not acquired any illegal connection. They stated they repeatedly offered the society management to inspect their houses to check if any illegal connection have been made and if found the same may be disconnected.

8. The Society reiterated its stance that only complainants had problem, while all other residents had no issues. It said the society rightly disconnected the illegally acquired connection which had Jeopardized the whole supply system. The Executive Engineer (Water), Gulistan-e-Jauhar was also called for hearing, he disclosed that KW&SC has supplied water to the society vide a 4 inch dia connection from its 18 inch dia line, sanctioned in 2008. The Executive Engineer vide its letter dated 15.01.2025 stated that the society store water supplied through 4" dia to its underground tank. The KW&SC Executive Engineer explained that all internal distribution network in the society was laid and maintained by the society, being custodian of the same and thus water distribution amongst all its residents was the responsibility of the society. He stated that the society was its bulk consumer and was also defaulter in payment of its dues, amounting to Rs. 52,374,560/- (52.374 million) till July 2024. When enquired as to how the KW&SC were charging both the society (as bulk consumer) and residents (as individual consumer) simultaneously for the same quantity of water, he had no answer.

#### **FINDING**

- 9. Having perused the record, correspondence and reports filed it has transpired that:
  - i. The situation has escalated beyond a simple dispute between the complainant and Society Officers; it is now a clear case of negligence and failure of Society management to perform duties in befitting manners, as per by-laws of the Society. The persistent failure to address the longstanding issue of scarcely supplying of water to complainants' residences located in the uphill side of society has no justification.
  - ii. The inaction of society over accumulation dues of bulk water supply of the KW&SC is alarming, though residents have regularly paid their water bills to the Agency directly.
  - iii. How did the KW&SC justify issuing duplicate bills for the same services, if the bills are being regularly received by them?
  - iv. The affairs of the society to use the insufficient water for its commercial activities is deplorable, warranting immediate disconnection, until adequate water supplying to the complainants are not ensured.

Contd....

**DECISION**

10. In view of the above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) I direct:-

- i. The Registrar Cooperative Society to intervene in the affairs of the Society and conduct an *inquiry* in terms of Section 55(1) of The Sindh Co-operative Societies Act, 2020, into the alleged functioning of the society's officers. Meanwhile, the Registrar shall take measures to ensure adequate supplying of water to the complainants.
  - ii. The CEO / Managing Director, KW&SC is directed to ensure immediate stoppage of double billing to the WCHS residents by resolving bulk water billing issues with management of WCHS as well as rationalizing individual bills of society residents by excluding water charges and adjust the excess amount recovered against water charges from Society's individual consumers in future bills.
11. Compliance should be reported to me inside 60 days hereof.

*Given under my hand and seal of the office*

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

Karachi, dated 21 - 02 - 2025

