



DECISION

Complaint No. : POS/3944/KE-213/22

Name and Address of the Complainant : Mr. Affan Rasheed Siddiqui, R/o. House No. R-5, Street No. 03, Sindh Baloch Housing Society, Gulistan-e-Jauhar, Block-12, 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 NON-SUPPLY OF PIPED WATER TO THE AREA OF THE COMPLAINANT DESPITE REGULAR PAYMENT OF MONTHLY BILLS.**

THE COMPLAINT

Mr. Affan Rasheed Siddiqui in his complaint dated 21.07.2022 stated that he is resident of House No. R-5, Street 3, Sindh Baloch Housing Society, Block-12, Gulistan-e-Jauhar, Karachi. He is not getting piped water from KW&SC despite payment of water bills regularly. Resultantly, he was compelled to purchase water tankers at heavy cost. He, therefore, solicited intervention of this office for redressal of his grievance.

PROCEEDINGS

2. After admission of complaint 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 Executive Engineer, Gulistan-e-Jauhar, KW&SC vide letter dated 05.06.2023 stated that now, the water supply to the subject society was normal and uninterrupted. The issue therefore, of non-availability of water, was now an internal matter of the society. The report further claimed that there are three water connections supplying water to the society.
3. The complainant in his rejoinder dated 19.04.2024 rebutted such claim of Agency and stated that recently he had a meeting with the Sindh Baloch Society Residents Association, who informed that currently the society had no water connections of KW&SC.
4. The matter was taken up with the General Secretary/President, Sindh Baloch Society Residents Association, who vide letter dated 22.07.2024 stated that they have no record or knowledge of three water connections for the residents of society. At present there is only one water connection through which water is supplied for less than two hours on alternate days. The supplied water is almost negligible in quantity and insufficient to meet the demand of 700+ houses. As a result the residents are forced to order private water tanker service at heavy cost.
5. In order to address the issue the Investigating Officer fixed the case for hearing on 04.09.2024 which was attended by Syed Mairaj Nadeem, AEE and Mr. Irfan, AEE, KW&SC. However, complainant remained absent. The Agency's representatives informed that SBCHS has three water connections one is from Bhittaiabad and two connections are from Malir distribution.

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FINDING

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

- i. The complainant and residents of Sindh Baloch Housing Society, Block-12, Gulistan-e-Jauhar have been suffering on account of shortage of water supply since long, forcing them to rely on purchasing water tankers.
- ii. KW&SC officials responsible for ensuring smooth water supply to the area have 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 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 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/society.

Given under my hand and seal of the office



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

Karachi, dated 25-08-2025