



DECISION

Complaint No. : POS/3506/2023/G

Name and address of the complainant : Mr. Aamir Ahmed,
R/o. F-20, Labour Square, Sector 35/A,
Korangi No. 3½, 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 : **ALLEGED NON-SUPPLY OF PIPED WATER TO THE RESIDENTS OF LABOUR SQUARE, SECTOR 35-A, KORANGI NO. 3 ½, KARACHI.**

COMPLAINT

Mr. Aamir Ahmed, filed an online complaint on 06.05.2023 and alleged non-supply of piped water to Labour Square, Sector 35-A, Korangi No. 3½, (now situated in Landhi), Karachi. He, therefore, solicited our intervention for resolution of the problem.

PROCEEDINGS

2. The complaint was admitted on 22.05.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) by condoning the delay and subject to submission of original signed complaint, copy of CNIC and an Affidavit on Form "A" which were submitted by him later-on. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 30.05.2023 for report.
3. After constant follow up, the Executive Engineer (W/D), Landhi Town, KW&SC vide his letter dated: 26.11.20224 informed that the complainant's residence is situated at the tail end of the KW&SC's Landhi Town water supply network and the water supply to Labour Square Sector 35-A, Korangi is schedule for 4 to 5 hours after every two days. The problem of shortage of water is due to increased upstream consumption and lack of additional water from the system. He added that the issue could be resolved by providing the additional water in the system which is anticipated after the completion of the K-IV project.

FINDINGS

4. The bonafide of the complaint is established as the shortage of piped water supply to Sector 35/A, Korangi No. 3½ situated in Landhi is accepted by KW&SC authorities. Therefore, it is obligatory upon the KW&SC authorities to take urgent measures to increase the supply of water to the residents of Labour Square.

DECISION

5. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is directed to take required measures for improvement of piped water supply to Labour Square, Sector 35-A, Korangi No. 3½, situated in Landhi, Karachi and report compliance inside 60 days, herein of.*

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; **3rd** January, 2025

