



DECISION

Complaint No. : POS/2417/KE-176/2020

Name and address of the complainant : Mr. Akhtar Ali Shaikh Ansari, R/o. House No.278/05, Shah Faisal Colony, Near Masjid-e-Aqsa, Breli Colony, Karachi

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

Name & Designation of Investigating Officer : 1. Syed Farrukh Habib, Regional Director, Karachi East
2. Mr. Masood Ishrat, Registrar

Vetted by :

Subject : **COMPLAINT REGARDING SHORTAGE OF WATER DUE TO ILLEGAL WATER CONNECTIONS AND MAL-PRACTICES OF VALVE-MEN.**

THE COMPLAINT:

Mr. Akhtar Ali Shaikh filed a complaint on 09.07.2020 thereby alleging that he has been facing problems regarding short/inadequate supply of water to his residence for last several years due to illegal water connections in the area and mal-practices by valve-men, etc. Having failed to get response to his complaints, he approached this institution to intervene.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning delay and initially Regional Director, Karachi East took up the matter with the Agency for report. However, later-on investigation was carried out at Headquarters.

3. The Executive Engineer (Water), Shah Faisal Town, KW&SC, vide letter dated 10.8.2021 reported that after hectic efforts, normal water supply restored to the complainant who accepted in writing that after a decade he had received supply for ten (10) minutes on the day of turn of the area. In his subsequent report dated 4.11.2021, Executive Engineer (Water), KW&SC, Shah Faisal Town while reiterating the earlier facts added that the complainant is a tail end consumer and after hectic efforts water supply up to 20 minutes has been restored. He added that area in question depends on Water Trunk Main (WTM) supply and on improvement of supply from main source, the supply to the area would be improved accordingly.

4. The complainant in his rejoinder dated 14.02.2022 stated that water supply situation has improved during winter season, whereas in summer the supply deteriorates besides the supply in his area is being made at odd hours in the night. He requested to issue directives for resolving the issue at the earliest.

5. To thrash out the issue, several hearings were held in the matter lastly on 23.1.2024 when both the parties were present. The complainant reiterated his earlier grievance and alleged that due to mal-practices by the employees of KW&SC, he & other residents of his street are facing problems whereas residents of adjoining streets are getting proper supply of water. The XEN deposed that the house of the complainant is situated at tail end of the system and efforts were being made to improve the supply in the area. Regarding plea of the complainant about supply of water in the adjacent street, the XEN Water, Shah Faisal Town, Karachi, assured to get verified the same through his technical team and assured to resolve the issue.

6. The Executive Engineer (Water/Sewerage), Shah Faisal Town, KW&SC in his subsequent report dated 24.06.2024 intimated that loadshedding of electricity has badly affected the supply of water to the area and that efforts are being made to get the area exempted from loadshedding to improve the water supply. He added that complainant is an old aged person and not extending cooperation to his staff though multiple steps have been taken to redress his grievance.

7. After pursuasion, the XEN (Water), Shah Faisal Town vide letter dated 19.11.2024 reported that all possible efforts were made to improve the water supply to the tail end of the area, including supply of water on alternate timings, besides pit works has been executed and 6" dia supply line also laid down near residence of the complainant. He concluded by stating that on getting better supply from WTM department, supply of water to the area would also be increased.

FINDINGS:

8. I have examined the case. The complainant and other residents of the area in question admittedly have been facing insufficient water supply being the tail end consumers, though some efforts have been made by the Agency to improve the supply of water to the area but still the residents are not being supplied water in adequate quantity.

DECISION:

9. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991, I hereby direct the Managing Director/CEO, KW&SC, to make arrangements to increase the supply of water from Water Trunk Main (WTM) as per need of the subject area and ensure supply of sufficient/regular supply of potable water to the complainant and other residents of Bareli Colony, Shah Faisal Town, and intimate the progress to my office.

10. The complaint is disposed of accordingly.

Given under my hand and seal of office



Sd/-

(MUHAMMAD ~~SO~~HAİL RAJPUT)
Sitara-e-Imtiaz: PAS
Ombudsman, Sindh

Karachi, dated the 23rd December, 2024