



DECISION

POS/3331/2022/KC

Complaint No. :

Name and address
of the complainant :

Mr. Muhammad Anwar-ul-Haq,
R/o. House No. R-248, Sector 14-B, Shadman No. 02,
North Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED NON-SUPPLY OF WATER FOR THE PAST
TWO YEARS TO HOUSE NO. R-248, SECTOR 14-B,
SHADMAN NO. 2, NORTH KARACHI**

COMPLAINT

Mr. Muhammad Anwar-ul-Haq lodged a complaint on 08.06.2022 regarding the irregular supply of water to his residence for the past two (02) years. He attributed the issue to the absence of heavy-duty motors, which, according to his opinion, hindered the normal water supply. He stated that despite making timely payments of monthly bills, he was compelled to arrange water through tankers at least three times a month to meet his household needs. He further alleged that his repeated applications in this regard had not received any response from the concerned agency. He requested intervention and issuance of directions to the agency for the installation of two (02) heavy-duty motors to enhance water pressure and ensure equitable distribution of water among the residents of the area.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), after condoning the delay.
3. The matter involved extensive correspondence, including reports submitted by the agency and rejoinders filed by the complainant. The Investigating Officer also scheduled hearings on various dates.
4. The Executive Engineer, North Nazimabad Town, reported vide letter dated 14.02.2024 that, in the best public interest and in response to local demand, a main water supply line had been laid in the said vicinity. It was further stated that the area was receiving an adequate water supply during its scheduled turn. The agency's response was shared with the complainant on multiple occasions but no reply was received.
5. Subsequently, this office contacted the complainant at 12:21 PM on 24.12.2024 at the available contact number 0332-4040696. The call was attended by his son, who confirmed that the issue of non-supply of water had been resolved following the intervention of this institution. He further requested closure of the case.

DECISION:

6. In view of the above, the complainant's grievance stands redressed, and the case is hereby disposed of accordingly.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 30th June, 2025