



## DECISION

Complaint No.	:	POS/KR-124/2025
Name and address of the complainant	:	Mr. Muhammad Ahmed and other residents of Sector A/1 Area, Model Colony, District, Korangi, Karachi
Name of the Agency Complained against	:	Karachi Water & Sewerage Corporation (KW&SC),
Name & Designation of Investigating Officer	:	Mr. Muhammad Shoaib Ahmed Siddiqui, Advisor-in-Charge, R.O Korangi
Vetted by	:	Mr. Ghulam Abid Shaikh, Advisor-K
Subject	:	<b><u>ALLEGED DELAY IN LAYING NEW PIPE LINE OF WATER IN A-1 AREA, U.C-5, MODEL COLONY.</u></b>

### COMPLAINT

Mr. Muhammad Ahmed and other residents of A-1 Area, Model Colony, filed a complaint on 10.07.2025 against KW&SC alleging inaction on their representations regarding laying a new line of piped water in their street from House No.N-62 to N-68. They contended that the old line has become dilapidated and, as a result, they have been deprived of potable water for the last seven years. They further stated that although KW&SC had laid a new line in a nearby street, no action was taken on their repeated requests.

### PROCEEDINGS

2. The matter was referred to KW&SC for report. The Executive Engineer (Water), KW&SC Model Zone, vide his letter dated 30.07.2025, reported that the grievance of the complainants was assessed and found genuine, but the said work had not been accommodated in the budgetary allocation of the current fiscal year. As such, execution of the work could not be undertaken immediately. However, he assured that this necessity would be recorded for prioritization in the forthcoming budget.
3. The report of the Executive Engineer was forwarded to the main complainant for his rejoinder, but he did not respond despite reminders.

### FINDINGS

4. The grievance of the complainant is genuine and stands admitted by KW&SC itself. The residents of the locality have been deprived of potable water for seven years, which amounts to denial of a basic necessity of life. The justification advanced by KW&SC regarding non-availability of budgetary allocation is wholly unsatisfactory and reflects serious negligence in addressing a matter of fundamental public importance. Such a prolonged deprivation cannot be condoned or deferred further under the pretext of budgetary constraints.

(2)

**DECISION**

5.

In exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, I hereby dispose of this complaint with the following directions to ***the Managing Director / CEO, KW&SC:***

- a) *To immediately include the scheme for laying of the new piped water line from House No.N-62 to N-68, A-1 Area, UC-5, Model Colony in the current financial year, treating it as a priority public service obligation, without awaiting the next budget.*
- b) *To commence execution of the work forthwith and ensure its completion within a period not exceeding three months from the date of this order.*
- c) *To submit to this office within 20 days of receipt of this order a time-bound implementation schedule along with details of resources allocated for the work.*
- d) *To ensure that interim arrangements, such as regular supply of potable water through tankers, are made without interruption until the permanent line is laid and made operational.*

*Given under my hand and seal of office.*

*Sd/-*

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 8<sup>th</sup> October, 2025

