



DECISION

Complaint No. : POS/KR-81/2025

Name and address of the complainant : Mst. Nafisa Begum,
R/o. House No. R-829,
Korangi No. 1, 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 : **REQUEST FOR HELP IN OBTAINING NEW PIPED WATER CONNECTION AT THE HOUSE OF THE COMPLAINANT.**

COMPLAINT

Mst. Nafisa Begum approached this office on 13.05.2025 seeking assistance in obtaining a new piped water connection. Being an elderly person, she was unable to succeed on her own due to the reluctance of neighbouring residents.

PROCEEDINGS

2. The matter was referred to the Executive Engineer (Water), KW&SC Korangi Town, for a report. The Executive Engineer, vide letter dated: 29.05.2025 informed that his field staff had conducted a site visit and observed that the residents of the area, through which the complainant desired to obtain connection, were unwilling to provide access to the water supply. However, efforts were being made to explore alternate solutions to the issue, and he assured his full cooperation in resolving the matter.
3. The complainant appeared before the Investigating Officer and was advised to apply for a new connection directly at the office of the Executive Engineer (Water) in order to obtain the facility. The complainant agreed to comply with the advice and expressed satisfaction with the proceedings.

FINDINGS

4. It has been established that the complainant's request for a water connection could not materialize due to resistance from local residents. The Executive Engineer (Water) has acknowledged the issue and assured cooperation in identifying an alternate arrangement. The complainant has also been guided regarding the proper procedure to apply for the connection.

DECISION

5. In view of the above, *the Executive Engineer (Water), KW&SC, Korangi Town is directed to facilitate the complainant in obtaining the new water connection at the earliest possible time.*

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 8th October, 2025