



## DECISION

Complaint No. : POS/3390/2023/26/G

Name and address of the complainant : Mr. Muhammad Salman,  
R/o. House No. 127, J-1 Area, Korangi No.5,  
Landhi / Korangi, 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  
COMPLAINANT'S HOUSE NO. 127, SECTOR J-1,  
KORANGI NO.5, KARACHI BY KW&SC.**

### COMPLAINT

Mr. Muhammad Salman, filed an online complaint on 08.05.2023 and alleged non-supply of piped water to his house No, 127, Sector J-1 Area, Korangi No. 5, Karachi despite approaching KW&SC authorities several times. He, therefore, solicited our intervention for the resolution of the problem.

### PROCEEDINGS

2. The complaint was admitted on 15.05.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date). The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 22.05.2023 for report.
3. After constant follow up, the Executive Engineer, (W/D) Landhi Town, KW&SC vide letter dated: 01.11.2024 stated that the piped water supply to the said area is inadequate 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 KW&SC admitted short supply of piped water to complainant's house No, 127, Sector J-1 Area, Korangi No. 5. Therefore, the KW&SC should make an effort to provide relief to the complainant.

**DECISION**

5. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is directed to take immediate measures for increasing the quantity of piped water supply to complainant's house No. 127, Sector J-1, Korangi No. 5, 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; ~~24~~ December, 2024

