



DECISION

Complaint No. : POS/KR-105/2025

Name and address of the complainant : Mr. Muhammad Akram and other, residents of Sector 48/B-N, 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 : **ALLEGED NON-SUPPLY OF PIPED WATER TO RESIDENTS OF SECTOR 48/B-N, KORANGI, KARACHI.**

COMPLAINT

Mr. Muhammad Akram and other residents of Sector 48/B-N, Korangi, filed a complaint against KW&SC on 02.06.2025 alleging creation of artificial shortage of piped water in their vicinity by providing illegal water connections to residents of Sector 48/C, which caused severe problems for the complainants.

PROCEEDINGS

2. The matter was referred to KW&SC for report. The Executive Engineer (Water), KW&SC Korangi Zone, vide letter dated: 23.06.2025, submitted that his division is receiving a reduced quantity of water from the Coast Guard Pumping Station (Bulk Division), which is being distributed strictly as per the prescribed schedule. He further explained that his office does not have a double motor system, which is essential for supplying water to high-altitude areas such as Sector 48/C, E, F, F-1, and Pak Town. Due to this technical limitation, water supply to these elevated areas cannot be ensured. At present, only a single motor is operated at 12:30 a.m., but the bulk supply from Coast Guard starts depleting around 03:00 a.m., resulting in tail-end areas remaining deprived of water. He also stated that any valve-related issues would be inspected and rectified, and strict action would be taken in case of detection of illegal connections.
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. It is evident from the report that the shortage of water in the complainant's locality is primarily due to inadequate pumping arrangements (absence of a double motor system) as well as limited bulk water supply from the Coast Guard Pumping Station. The allegation regarding artificial shortage by way of illegal connections has not been substantiated by the complainant through rejoinder. Nevertheless, KW&SC has admitted that inspection and corrective action against illegal connections will be undertaken where detected.

5. The deprivation of potable water to residents of Sector 48/B-N constitutes a serious lapse in provision of an essential civic service. Technical and resource constraints within KW&SC cannot be taken as a valid excuse to deny basic water supply to a settled locality.

DECISION

6. 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 carry out a comprehensive inspection of the water distribution system of Sector 48/B-N and adjoining areas, identify all illegal connections (if any), and disconnect the same within 15 days of receipt of this order.*
- b) *To take urgent measures, including installation of an additional motor or equivalent arrangement, to ensure that adequate water pressure is maintained for equitable supply to Sector 48/B-N and other affected areas within 30 days.*
- c) *To ensure equitable distribution of available bulk supply, without discrimination, and to maintain a transparent water supply schedule publicly accessible to the residents.*
- d) *To submit to this office a compliance report along with an implementation plan within 30 days of receipt of this order.*

Given under my hand and seal of office.

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 8th October, 2025

