



## DECISION

Complaint No. : POS/8150/2023/59/G

Name and address of the complainant : Mr. Amjad Khan,  
R/o. House No. A/166, Mehran Town,  
Industrial Area, 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 MEHRAN TOWN, INDUSTRIAL AREA, KARACHI.**

### COMPLAINT

Mr. Amjad Khan, filed an online complaint received on 09.10.2023 through Wafaqi Mohtasib regarding non-supply of piped water to Mehran Town, Industrial Area, Karachi due to manipulation of the tanker mafia. He, therefore, solicited our intervention to resolve the problem.

### PROCEEDINGS

2. The complaint was admitted on 26.10.2023 under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), by condoning the delay. Thereafter, the matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 06.11.2023 followed by reminders. After constant follow up, the Executive Engineer, Korangi Town (W/D), KW&SC vide letter dated: 18.09.2024 informed that in complainant's area there is no water supply network, hence in its absence water is not provided to Mehran Town. To resolve the issue, PC-I have been prepared by KW&SC which is awaiting for approval by the competent authority.

### FINDINGS

3. To resolve the problem of absence of water supply network, the KW&SC authorities have submitted the PC-I of laying of pipe line in Mehran Town and the work will start as soon as the scheme is approved.

### DECISION

4. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is hereby directed to expedite the process of laying water pipe line for Mehran Town, Industrial Area, Karachi and meanwhile take steps to regulate possible supply of water through water Tankers services on the government approved rates to Mehran Town, Industrial Area, Korangi, Karachi.*

*Given under my hand and seal of office.*



**Sd /-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated: 30<sup>th</sup> January, 2025