



## DECISION

Complaint No. : POS/1348/KHE-119/2020/G

Name and address of the complainant : Mr. Shahzad Butt & others,  
C/o. Nazeer Khan, R/o. House No. 625, Sector 8/A,  
Bilal Colony, 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 : **COMPLAINT REGARDING NON-PROVISION OF  
WATER SUPPLY CONNECTION TO SECTOR 8/A,  
KORANGI, KARACHI.**

### COMPLAINT

Mr. Shahzad Butt & others, filed a complaint on 03.03.2020 and alleged non-provision of water supply connection to Sector 8/A, Korangi, Karachi. He, therefore, solicited intervention for the resolution of the problem.

### PROCEEDINGS

2. The complaint was admitted on 18.03.2020 under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of an Affidavit on Form "A" and by condoning the delay. The complainant was asked to furnish required documents vide this office letter dated: 22.06.2020 which were submitted by him. The matter was referred to the agency for comments. In response, the Executive Engineer, Korangi Town (W/D), KW&SC vide his letters dated: 03.02.2021, 30.06.2021 and 11.10.2021 stated that PC-I to replace rusted pipe line of the area has been submitted to P&D Department for approval. He also accepted the scarcity of water 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 K-IV project.

### FINDINGS

3. The bonafide of the complaint was established as KW&SC admitted short supply of piped water to subject area.

### DECISION

4. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is hereby directed to ensure improvement of piped water supply to Sector 8/A, Bilal Colony, Korangi and also expedite the approval of PC-I on the subject pending with P&D Department.*

*Given under my hand and seal of office.*



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated: 4<sup>th</sup> February, 2025