



DECISION

Complaint No. : POS/4836/2024/KM (W)

Name and address of the complainant : Mr. Sajjad Ahmed Haidery R/o. House NO. 2739, Block-A, Abidabad, Baldia Town, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (West).
Mr. Muhammad Naseer Jamali, Advisor-N

Vetted by :

Subject : **COMPLAINT REGARDING NON-SUPPLY OF POTABLE WATER TO THE AREA OF BLOCK-A, ABIDABAD, BALDIA TOWN, KARACHI.**

COMPLAINT

Mr. Sajjad Ahmed Haidery filed an online complaint dated 17.10.2024 wherein he alleged non-supply of potable water to the area of Block-A, Abidabad, Baldia Town, Karachi. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory affidavit on Form-A and copy of CNIC and by condoning the delay.
3. This office issued a notice dated 02.01.2025 to the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC), Baldia Town, Karachi for report, followed by reminders but he did not respond. This office issued summons for his attendance and submission of report vide dated 14.05.2025 through Police Station, Ittehad Town. The Executive Engineer, Baldia Town (Water), KW & SC informed vide letter dated 11.06.2025 that the area of Block-A Abidabad is out of water supply system under KW&SC. He has already submitted a proposal to the higher authority for executing a project of laying 18' dia & 12' dia water line from Urdu Chowk to Gulshan-e-Ghazi and this water supply line can also provide water to the area of Abidabad.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 03.07.2025, followed by a reminder but he did not respond.

DECISION

5. In view of the above and in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date) I, hereby direct the Karachi Water & Sewerage Corporation (KW & SC) to consider the request on priority in order to supply piped drinking water to the areas which are deprived from supply of water under intimation to this office.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 18th September, 2025