



DECISION

Complaint No. : POS/5606/2023/507/G

Name and address of the complainant : Mr. Muhammad Tahir,
R/o. House No. B-473, Sector 35-A, Zaman Town,
Korangi No.4, 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 AGAINST KW&SC REGARDING
ACUTE SHORTAGE OF PIPED WATER SUPPLY
TO HOUSE NO. B-473, SECTOR 35-A, ZAMAN
TOWN, KORANGI NO.4, KARACHI.**

COMPLAINT

Mr. Muhammad Tahir, filed an online complaint on 15.07.2023 and alleged acute shortage of piped water supply to his house No, B-473, Sector 35-A, Zaman Town, Korangi No. 4, Karachi due to illegal functioning of hydrants in Landhi for last ten years. He, therefore, solicited our intervention for the resolution of the problem.

PROCEEDINGS

2. The complaint was admitted on 09.08.2023 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 original signed complaint, copy of CNIC, an Affidavit on Form "A" and by condoning the delay. The complainant was asked to furnish required documents vide this office letter dated: 18.08.2023 which were submitted by him. The matter was referred to the agency for comments. After constant follow up, the Executive Engineer, Landhi Town (W/M), KW&SC vide his letter dated: 11.10.2024 informed that the complainant's area is situated at the tail end of the Landhi Town water supply network system and the water supply to that area is insufficient 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.

Continue page 2

FINDINGS

4. The bonafide of the complaint is established as KW&SC admitted short supply of piped water to complainant's house being at the tail end of water distribution network system. Therefore, it is obligatory upon the KW&SC to provide immediate 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. B-473, Sector 35-A, Korangi No. 4, 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; ~~20th~~ December, 2024

