



DECISION

Complaint No. : POS/3470/2025/KR

Name and address of the complainant : Mr. Junaid Hashim,
R/o. House No. 259, Sector 32/C,
Korangi No.1, 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 : **COMPLAINT AGAINST INEFFECTIVE SERVICE OF ONLINE BOOKING OF WATER TANKER.**

COMPLAINT

Mr. Junaid Hashim filed a complaint on 04.06.2025 against Karachi Water & Sewerage Corporation (KW&SC), alleging non-provision of a water tanker despite making multiple attempts through the online booking system. He stated that he had booked a tanker and after 15 days he got notification that tanker is on way but it was delivered to some other place. He complained to the concerned office many times but of no avail. He alleged that tankers are sold on commercial rates despite bookings by residential consumers.

PROCEEDINGS

2. The complaint was referred to the Incharge Hydrant, KW&SC for comments. In response, Sheikh Moinuddin, Incharge of Landhi No.1 (Future Hydrant), appeared on 18.07.2025 and submitted that the daily allocated quota for Landhi Hydrant is 600,000 gallons, whereas the actual demand from its service areas—Landhi, Korangi, and DHA Phase 1 & 2—has risen to approximately 1,200,000 gallons per day. He further informed that the number of daily consumers / bookings has increased from 40,000 to 70,000, which has resulted in overloading of the online water tanker booking system, causing it to hang or become non-functional during peak hours. He refuted all allegations of corruption or malpractice and maintained that the difficulties being experienced are primarily due to excessive demand and system limitations.
3. Mr. Moinuddin also verbally informed that a mafia is allegedly operating by misusing the online booking system, making bulk bookings and reselling the water tankers at commercial and inflated rates, thereby creating artificial scarcity and depriving genuine consumers. He has been advised to identify and highlight such individuals or groups, so that action may be taken against them in accordance with law. Furthermore, Mr. Moinuddin requested that the complainant may be advised to approach him directly, and he assured that a water tanker will be arranged for the complainant as and when required.

4. Report of the Agency was forwarded to the complainant for his rejoinder who failed to respond despite reminders.

FINDINGS

5. I have gone through the case file and have noted that:
- a) The daily allocated quota of water supply to Landhi Hydrant is 600,000 gallons, whereas the current demand is estimated at 1,200,000 gallons.
 - b) The number of daily water tanker bookings has increased from 40,000 to 70,000, leading to system overload and frequent hanging of the online booking platform.

DECISION

6. In view of the above, *Managing Director / Chief Executive Officer, KW&SC is hereby directed to take immediate measures for increasing the quantity of piped water in complainant's area and provide water tanker to the complainant through tanker service as per government approved rates. He is further directed to ensure that legal action is taken against the persons responsible for bogus online bookings.*
7. Compliance to the above should be reported inside 30 days, herein of.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 2nd September, 2025