



DECISION

Complaint No. : POS/4255/KE-312/2023

Name and Address of the Complainant : Mr. Dilawar Hussain & Others, R/o. 266-M, Block-06, (EXT), PECHS, Karachi.

Name of the Agency Complained against : KW&SC

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

COMPLAINT AGAINST KARACHI WATER AND SEWERAGE CORPORATION (KW&SC) FOR ALLEGED INACTION ON THE COMPLAINT REGARDING SHORTAGE OF PIPED WATER BEING SUPPLIED TO BLOCK-06, EXT. PECHS, KARACHI.

THE COMPLAINT

Mr. Dilawar Hussain & Others in their complaint dated 08.06.2023 stated that residents of Block-06, Ext. PECHS, Karachi are facing acute water shortage since last 2 years. In this regard they complained to Executive Engineer of the area but they did not get any positive response from his office. As a result, the residents of the area are buying expensive water from private tankers, while also paying water bills to KW&SC. The complainants alleged that some of the residents have also taken illegal connections of water due to which water pressure in supply line has dropped. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Executive Engineer (W/D), Jamshed Town, KW&SC vide letter dated 10.07.2023 reported that supply of water to Extension Area, PECHS, Block-06, where applicant resides, is on gravity system. He admitted that such complaints were also received some time back, for which KW&SC Jamshed Town laid 4" dia bypass water lines, which temporarily improved the water supply, but due to the low pressure from WTM, complain of water shortage persisted. Moreover, the source from which complainant area gets water is operated by CTM. If the pressure is down from CTM, water supply decreases, and when pressure is restored the supply improves.

3. Later, the matter was also taken-up with the CTM, KW&SC. The Executive Engineer, CTM Division, KW&SC, vide letter dated 13.03.2024 reported that CTM Division was supplying water on 12 hourly basis daily from 3:00 pm (Afternoon) to 3:00 am (Night) to PECHS Karachi, through Bulk source 15"dia DHA Trunk Main. He added that CTM Division has not operated any valve during the water supply (no valve operation). He further pointed out that managing water supply for the residents of PECHS Ext. was the responsibility of Jamshed Town Distribution System, because only they manage the valve operation of the water supply system.

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4. In order to address the issue the investigating officer visited the site on multiple occasions, held hearings on different dates which were attended by the complainant and Agency's representative from water distribution and CTM Division. During the course of hearings the Agency's representative informed that the Agency was making constant efforts to track the obstacles in flow of water to the complainant's lane as well as planning measures for boosting pressure of water supply. On 04.07.2024 the Executive Engineer, Water, Jamshed Town, KW&SC appeared before the Investigating Officer and explained that connection from another line has now been proposed from near Trauma Centre PECHS for the complainant's area (Block-6 Ext.) which would improve the situation.

5. The final hearing was held on 30.09.2024 by the Investigating Officer when the Agency's representative appeared and furnished written report that matter has been resolved. The complainant was also present and confirmed that water supply has been restored. He expressed satisfaction and extended gratitude to this Institution.

FINDING

6. As a result of timely intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

7. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



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(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 18th November, 2024