



DECISION

Complaint No. : POS/127/2019/G

Name and address of the complainant : Syed Sarwar Ali,
R/o. House No. 08, Street No. 46, Area 36-B,
Landhi, 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-SUPPLY OF
PIPED WATER TO SECTOR 36-B, LANDHI,
KARACHI.**

COMPLAINT

Syed Sarwar Ali, filed a complaint on 18.03.2019 and alleged non-supply of piped water to his house No. 08, Street No. 46, Area 36-B, Landhi, Karachi. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 25.03.2019 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 copy of CNIC and Affidavit on Form "A". The complainant was asked to furnish required documents vide this office letter dated: 08.04.2019 which were submitted by him in the office. The matter was also referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 08.04.2019.
3. In response, the Executive Engineer, Landhi Town (W/D), KW&SC vide his report dated: 14.06.2022 suggested that the complainant be advised to shift his water connection from 6" dia line to 15" main line under usual terms and conditions. He added that the complainant was advised to obtain road cutting permission from DMC Landhi but he insisted that KW&SC should lay the service line and bear the expenditure. He also refused to pay the challan fee for road cutting.
4. The XEN, Landhi Town (W/D), KW&SC submitted further report dated: 27.09.2022 stating that KW&SC has laid 225 mm pipe line which would be connected to the complainant's area through branch line. The residence of complainant is at the tail end of water supply source, therefore, he is getting water for 02 hours on every alternate day. The shortage of water supply to the said area will remain there till the induction of additional water through K-IV project.

5. The agency's report was forwarded to complainant but he did not respond.

FINDINGS

6. The bonafide of the complaint is established as the agency has accepted the shortage of water supply to the K-area. Therefore, it is obligatory upon the agency to provide service to the residents of Sector 36-B.

DECISION

7. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is hereby directed to :*
- a. *take immediate measures for increasing the quantity of piped water supply to complainant' house, Sector 36-B, Landhi, Karachi.*
 - b. *and provide one water tanker to the complainant through tanker service on every 10th day as per government approved rates till the improvement of water supply to Sector 36-B Landhi, Karachi.*
8. Compliance to the above should be reported 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: **4th** February, 2025

