



## **DECISION**

Complaint No. : POS/9674/KE/587/2023

Name and Address of the Complainant : Mr. Muhammad Akbar, R/o. R-37, Alfalah Society, Shah Faisal Colony No.03, Karachi.

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

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

Subject :- **INACTION ON COMPLAINT OF NON-SUPPLY OF WATER & POOR SEWERAGE SYSTEM.**

### **THE COMPLAINT**

Mr. Muhammad Akbar, in his complaint dated 11.12.2023, stated that residents near the Sea Shopping Center and Zafar Bakery, Shahfaisal Colony No. 03, Karachi have been facing water supply disruptions for about 10-12 years. Additionally, the sewer line in the area is problematic and requires frequent maintenance, often at a high cost to the residents. The water supply was already unreliable before the disconnections, which led the residents to stop paying their water and sewerage bills. A formal complaint was submitted to the Executive Engineer in June 2021, but no action has been taken. He therefore, solicited intervention of this office 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Executive Engineer, Water, Shah Faisal Town, KW&SC, vide letter dated 24.07.2024 admitted that there is water shortage in the said area for last 7-8 years and KW&SC has been working to overcome the same. He stated that the area MNA/MPA, who are the public representatives are also going to take up this matter through ADP works. In this regard annual contract has also been awarded. KW&SC intend to execute the work and it would be started soon.

3. In order to expedite the matter the Investigating Officer, fixed the case for hearing on 03.09.2024 and 22.10.2024. The last hearing on the matters was held on 02.12.2024, which was attended by the complainant and Mr. Ali Ahmed, Executive Engineer, Shah Faisal. As regards sewerage complaint, Executive Engineer informed that survey for laying such sewerage line has been completed and he has approached to KW&SC for release of required Funds. As and when such funds are released, work at site will be carried out. As regards water line which is passing through a Nallah, is broken and needed repair / replacement, but it could not be taken up because of non-desilting of Nalla by KMC & TMC. As and when TMC/KMC perform required desilting of Nalla, said line will be repaired and matter will be resolved.

Contd.....



**FINDING**

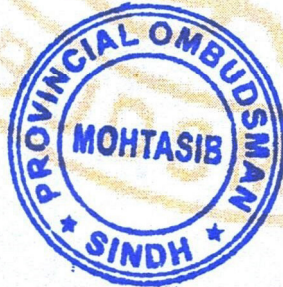
4. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that the complainant's area particularly Al-Falah Society is not getting piped water. It is prime responsibility of KW&SC to ensure an equitable water supply to all its consumers from the available resources through better and effective water distribution system. However, the Agency has taken plea that due to non-desilting of Nalah passing through Shah Faisal Colony, KW&SC is unable to undertake repair/replace water lines.

**DECISION**

5. In view of the above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) I direct:

- i. The Chief Engineer (Water Distribution), Karachi Water & Sewerage Corporation to attend the complaint by ensuring an adequate supply of water to the Al-Falah Society, Shah Faisal Colony, Karachi under intimation to this office within 30 days.
- ii. The Metropolitan Commissioner, Karachi Metropolitan Corporation and Municipal Commissioner, Town Municipal Corporation, Shahfaisal Karachi are required to undertake clearing/desilting of Nalah from the specific points where KW&SC has to execute work of repair / replacement of water pipe lines, in coordination with officials of KW&SC, within 30 days.

*Given under my hand and seal of the office*



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

Karachi, dated 07-03-, 2025