



DECISION

Complaint No. : POS/8130/2023/96/KHS

Name and address of the complainant : Mr. Anis-ur-Haq Siddiqui, R/O 35-B, Karachi Parsi Colony, Jamshed Town, Off. M.A. Jinnah Road, Karachi.

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

Name & Designation of Investigating Officer : Syed Maqsood Haider, Regional Director South.

Vetted by : Rehana Ghulam Ali Memon, Advisor-H

Subject :

NON-SUPPLY OF WATER TO THE COMPLAINANT FOR LAST 16 YEARS DUE TO ABANDONED WATER LINE AND FOR WAIVER OF ACCUMULATED DUES ON ACCOUNT OF WATER CHARGES.

THE COMPLAINT:

Mr. Anis-ul-Haq Siddiqui filed a complaint on 09-07-2023 regarding non-supply of water to his house for the past 16 years due to abandoned water line as his house was vacant from 2004 to 2016. He solicited the Provincial Ombudsman Sindh to intervene in the matter to restore water supply, provide weekly tanker service until a new connection, and waive all accumulated charges for the period of non-supply.

PROCEEDINGS:

2. The complaint was admitted under Section 10(1) of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning delay, subject to submission of copy of CNIC and mandatory affidavit on Form 'A'. The complainant submitted the necessary documents.
3. The matter was referred to the agency for comments/report. In response, the Executive Engineer (W-II) Jamshed Town, KW&SC stated in a letter dated 24-10-2024, that field staff visited the site and confirmed that the complainant's connection was damaged and abandoned. Consequently, a new water connection was provided in March, 2024 and water is now being supplied regularly and smoothly to his house at 35-B, Parsi Colony, Jamshed Town, Off. M.A. Jinnah Road, Karachi.
4. In his rejoinder dated 08-11-2024, the complainant confirmed that a new pipeline connection was provided to his house at 35-B, Karachi Parsi Colony on 28-03-2024. He requested the waiver of KW&SC dues for at least the past 10 years as requested in his complaint.
5. In a hearing held on 12-02-2025, Mr. Mehar Elahi Khan, Deputy Director (Rev) East Jamshed Town, KW&SC, stated that no rule or policy exists to waive off dues as KW&SC takes charges to bring water to Karachi City from Hub and Dhabeji. It is not a tax and every citizen has to pay as they are getting water in some form such as through tanker, mineral water etc. Therefore, the complainant's request for any waiver or pay 20% of outstanding dues cannot be entertained. He stated that KW&SC extended a three-month rebate policy offering 35% off on all dues on payment in one go, which

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complainant may avail. The complainant, present at the hearing did not agree to these terms and asked through letter on 12.03.2025 to give him connection from the new line laid in front lane of his house as he got connection from the back lane and also asked to repair the gutter line damaged, while placing the new water line (front lane) by the excavator machine.

FINDINGS:

6. From the above position, it is clear that:
- i. The complainant has been given water supply connection hence his complaint has been redressed therefore asking for another connection is not justified.
 - ii. KW&SC cannot give full waiver for 10 years due to its policy. However, different rebate provided based on different monthly installments. The maximum waiver of 35% off on all dues was offered by the KW&SC on payment in one go. The waiver was up to January '25, later on extended for 03 months, which also expired on 30th April, 2025 and now only 10% on surcharge is being offered by the KW&SC. However, the complainant has to pay dues after availing the aforementioned waiver in order to avoid disconnection of water supply by KW&SC.
 - iii. KW&SC may repair the damaged gutter line in front of his house and also lay proper sewage system to dispose of sewage from his house.

DECISION:

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991(amended upto date), I hereby direct as under:

- (a) The Chief Executive Officer, Karachi Water & Sewerage Corporation should provide proper sewage system to dispose off sewage from his house and submit compliance to me inside 60 days.
- (b) The complainant should pay his dues to avoid disconnection of water supply by KW&SC.
- (c) The complaint is disposed of as redressed.

Given under my hand and seal of office.



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

Karachi, dated 3rd July, 2025