



DECISION

Complaint No. :

POS/1038/2022/KC

Name and address
of the complainant :

Mr. Tariq Mehmood,
Flat No. C-16, Blessing Plaza, Block-K, North
Nazimabad, Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC).

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED NON-SUPPLY OF WATER IN BLOCK-"K,"
INCLUDING "BLESSING PLAZA," NORTH NAZIMABAD,
KARACHI.**

COMPLAINT

Mr. Tariq Mehmood filed a complaint on 21.02.2022 regarding the prolonged non-supply of water in Block-"K," North Nazimabad, Karachi, including "Blessing Plaza," where he resided. Despite multiple reports to the relevant department, no action was taken. Consequently, he sought our intervention.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), with the delay condoned. The matter was then referred to the agency.
3. In response, the Executive Engineer (W/D), Karachi Water & Sewerage Corporation (KW&SC), North Nazimabad Town, Karachi, stated in his letter dated 07.04.2022 that water was not being supplied to the area due to two reasons:
 - I. The 50-year-old A.C. water supply line had outlived its lifespan.
 - II. Block-"K" was located at the tail end of the supply network, where low pressure hindered proper water distribution.
4. He further stated that a proposal had been prepared under the MNA's Program to construct a 6-inch diameter main bypass water pipeline from the Marriage Garden to Noor Apartment, Block-"K," North Nazimabad, through Pak PWD. The work would commence upon completion of the required formalities, ensuring a proper water supply to the area.
5. The Executive Engineer reiterated the same details in his subsequent letter dated 22.06.2022.
6. In his rejoinder dated 30.08.2022, the complainant stated that despite lapse of six months work on the proposed pipeline had not yet commenced. He requested that the relevant department be directed to take the necessary action to resolve the issue.
7. Regular follow-ups were conducted with the Executive Engineer (Water), KW&SC, North Nazimabad Town. In response, the Executive Engineer, through letters dated 14.01.2024 and 04.09.2024, stated that water was being supplied to Block-"K" for 2 to 2.5 hours as per schedule. However, the water did not reach "Blessing Plaza" properly due to a damaged/choked internal pipeline. Additionally, a significant number of residents in the project were defaulters, having failed to pay their water bills.
8. The report of the Executive Engineer was forwarded to the complainant via this office's letter dated 03.06.2024. In his rejoinder dated 26.08.2024, the complainant informed that he had vacated "Blessing Plaza" and relocated elsewhere.

FINDINGS

9. Upon examining the case, the following observations were made:

- i) Water is being supplied to Block-"K", North Nazimabad, as per the KW&SC schedule.
- ii) "Blessing Plaza" consists of multiple flats, with the complainant occupying one of them.
- iii) Water does not properly reach the complainant's flat due to internal defects, i.e. damaged or choked pipelines within "Blessing Plaza."
- iv) The repair and maintenance of internal pipelines and water distribution within "Blessing Plaza" are the responsibility of its residents' union.
- v) The water connection for "Blessing Plaza" was sanctioned in the name of the owner/builder.
- vi) No other residents of "Blessing Plaza" or Block-"K" have submitted complaints to this office.
- vii) The complainant has relocated and is no longer interested in pursuing the matter.

DECISION

10. In light of the above, the complaint is hereby closed due to non-prosecution by the complainant.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz (PAS)

OMBUDSMAN SINDH

Karachi, dated; **24~~th~~** March, 2025

