



DECISION

Complaint No. : POS/5640/2021/44/G

Name and address of the complainant : Mr. Muhammad Faisal Khan,
R/o. House No. L-23, Sector 35-A, Shah Jilani Society,
Korangi No.3 ½, 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 : **ALLEGED NON-SUPPLY OF PIPED WATER TO
COMPLAINANT'S HOUSE NO. L-23, SECTOR
35-A, KORANGI NO.3½, KARACHI.**

COMPLAINT

Mr. Muhammad Faisal Khan, filed an online complaint on 17.10.2021 and alleged non-supply of piped water to his house No, L-233, Sector 35-A, Shah Jilani Society, Korangi No. 3 ½, Karachi. He, therefore, solicited our intervention for the resolution of the problem.

PROCEEDINGS

2. The complaint was admitted on 03.11.2021 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 original signed complaint addressed to Provincial Ombudsman, copy of CNIC, an Affidavit on Form "A" and by condoning the delay, which he submitted in the office. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 13.12.2021 for report.
3. After constant follow up, the Executive Engineer, Landhi Town (W/M), KW&SC vide his letter dated: 02.10.2023 stated that the PC-I of the scheme was submitted for inclusion in ADP-2023-24 for laying proper water supply network in Sector 35-A, Zaman Town. As soon as the scheme is approved, piped water would be supplied to the complainant's house. Later-on, during the hearing on 19.09.2024 the Executive Engineer reported that the scheme could not get through. He further added that the water supply to that area is inadequate due to increased upstream consumption and lack of additional water from the system and the issue could be resolved by providing the additional water in the system which is anticipated after the completion of the K-IV project.

FINDINGS

4. The bonafide of the complaint is established as KW&SC admitted short supply of piped water to complainant's house. Therefore, it is obligatory upon the KW&SC to provide immediate relief to the complainant.

DECISION

5. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is directed to take immediate measures for increasing the quantity of piped water supply to complainant's house No. L-23, Sector 35-A, Shah Jilani Society, Korangi No. 3 ½, Karachi and report compliance 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; ~~20th~~ December, 2024

