



DECISION

Complaint No. :

POS/4146/KE/273/2023

Name and Address
of the Complainant :

Mr. Naeem I. Qureshi, R/o. R-22, Railway Housing
Society, Gulshan-e-Iqbal, Block-10/A, 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 :-

**COMPLAINT REGARDING SHORT SUPPLY
OF WATER TO THE AREA OF THE
COMPLAINANT DESPITE REGULAR
PAYMENT OF BILLS.**

THE COMPLAINT

Mr. Naeem I. Qureshi in his complaint dated 15.06.2023 stated that he is residing at Railway Housing Society, Gulshan-e-Iqbal, Block 10/A Karachi and for the past 10 years, he has regularly paid his KW&SC bills, however, the KW&SC provides water only 15 days in a month for Railway Society, from 1:00 pm to 4:00 pm and that too with very low pressure, resultantly water doesn't reach to half of the houses to Railway Society. He further stated that an illegal connection was also installed between the KDA Lal Flat and Railway Society, further complicating the situation. Accordingly numerous complaints lodged with the Managing Director KW&SC, but no action was taken. He, therefore, solicited our intervention 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, Executive Engineer (W-I), Gulshan-e-Iqbal Town, KW&SC vide letter dated 31.07.2024 reported that complainant is getting normal water supply during the schedule supply.
3. The complainant in his rejoinder dated 10.09.2024 refuted the Agency's report and contended that in the period from January 2024 to August 2024 no water was supplied to Railway Housing Society, E-Categories Line, on the other hand huge water was supplied to other societies by the Valve-men of KW&SC. Moreover, several illegal connections are connected in the main pipe line of the Railway Society. He requested to redress the grievances of residents of Railway Society, particularly house of E-Categories.
4. The Investigating Officer held hearing on 21.10.2024, which was attended by Mr. Aazim, Sub Engineer, KW&SC and the complainant. During the course of hearing Agency's representative explained reasons of short / non-supply of water to the complainant's lane. The Agency said it is trying its best and will keep doing so.

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FINDINGS

5. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that the complainant's society particularly E-Category Houses were getting lesser quantity of water than its actual requirement. It is prime responsibility of KW&SC to ensure an equitable water supply to its consumers from the available resources through better and effective water distribution system.

DECISION

6. 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 the Chief Engineer (Water Distribution), Karachi Water & Sewerage Corporation to attend the complaint by ensuring an adequate supply of water to the House of E-Category, Pakistan Railway Housing Society, Gulshan-e-Iqbal, Karachi under intimation to this office within 30 days.

Given under my hand and seal of the office



Sd/-

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

Karachi, dated 23 - 12 -, 2024