



DECISION

Complaint No. : POS/3704/2023/34/G

Name and address of the complainant : Mr. Muhammad Zafar & other,
R/o. H.No.2/129, Double Room, K-Area,
Opposite Daroal-Uloom, 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 THE RESIDENTS OF K-AREA, KORANGI, KARACHI.**

COMPLAINT

Mr. Muhammad Zafar & others, filed a complaint on 16.05.2023 and alleged non-supply of piped water to residents of K-Area, Korangi, Karachi since last 05 years. They, therefore, solicited our intervention for resolution of the problem.

PROCEEDINGS

2. The complaint was admitted on 31.05.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 08.06.2023 for report.
3. After continued follow up, the Executive Engineer (W/D), Landhi Town, KW&SC vide his letter dated: 26.11.20224 stated that the water supply to K-Area, Korangi (now in Landhi Town) is scheduled on alternate days for 03 Hours (from 1400 Hrs to 1700 Hrs). The problem of shortage of piped water supply to that area is due to increased upstream consumption and lack of additional water from the system. He added that 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 the shortage of piped water supply to K-Area, Korangi is accepted by KW&SC authorities. Therefore, it is obligatory upon the KW&SC authorities to take urgent measures to increase the supply of water to the K-Area, Korangi.

DECISION

5. In view of the above, *the Managing Director / Chief Executive Officer, KW&SC is directed to take necessary measures for improvement of piped water supply to K-Area, Korangi, 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; ~~06~~ January, 2025

