



DECISION

Complaint No. : POS/3433/KE/248/2024

Name and Address of the Complainant : Mr. Tariq Aziz, R/o House No. X-151, ST No. 11, Near Sabri Masjid, Azam Town, Opposite Mehmoodabad, 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 :- **ALLEGED NON-SUPPLY OF WATER TO THE STREET OF THE COMPLAINANT.**

THE COMPLAINT

Mr. Tariq Aziz, in his complaint dated 13.08.2024, stated that he resides at House No. 151, Street No. 11, Azam Town, Nalapar, near Sabri Masjid, Karachi. He mentioned that his street consists of 10 to 12 houses, and since July 2024, the water supply to the street has suddenly been cut off. Despite reaching out to the UC Chairman for a resolution, no action has been taken. As a result, he and the other residents are struggling and have no choice but to rely on water tankers for their daily needs. 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 receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency but it failed to furnish such report.

3. In order to sort out the issue, the investigating officer fixed the case for hearing on 16.12.2024, attended by Mr. M. Arif Sattar, Executive Engineer (Water), Chanesar Town, Mr. Kashif Rao, Assistant Executive Engineer, and Mr. M. Amir, Sub-Engineer. They were advised to visit the site to comprehend the issue properly.

4. Another hearing was held on 15.01.2025. Mr. M. Arif Sattar, Executive Engineer (Water), Chanesar Town, Mr. Kashif Rao, Assistant Executive Engineer, Mr. M. Amir, Sub-Engineer, and the complainant appeared. The complainant informed that the issue had not been resolved yet. The agency stated that an alternate connection, as suggested by the complainant, was attempted, but the UC Chairman did not agree to it. The Executive Engineer (Water) was informed that the custodian of water supply was KW&SC and that it was their responsibility to ensure supply.

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FINDINGS

5. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The complainant and residents of Street No. 11, Azam Town have been ^{suffering} without water supply since July 2024, forcing them to rely on water tankers.
- ii. The agency attempted an alternate connection, but the UC Chairman did not approve it.
- iii. KW&SC is responsible for ensuring water supply but failed to resolve the issue. 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 complainant's area 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 12 - 03 -, 2025