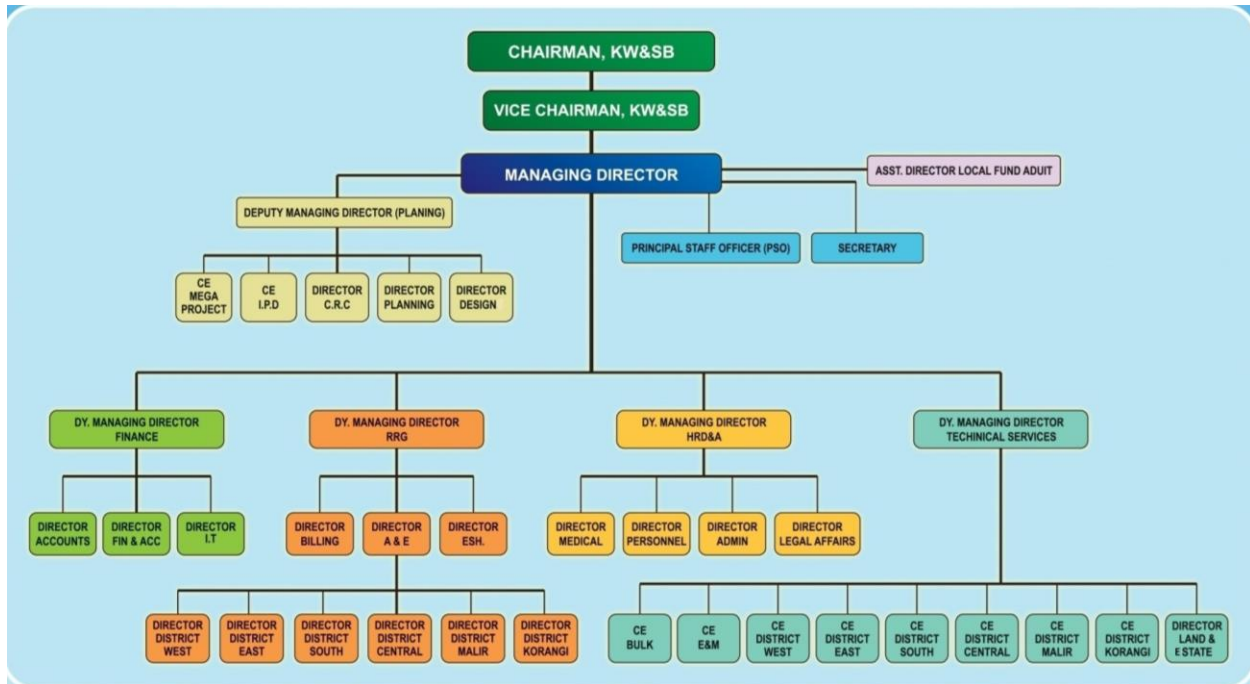


## Karachi Water & Sewerage Board (KW&SB)

The KW&SB is a service based consumer oriented organization responsible for production, transmission, treatment and distribution of potable water to the citizens of Karachi, managing sewerage system to ensure hygienic environment and collection of revenues for sustained economic viability.

### Organizational Chart of KW&SB



### Technical Services

Some important technical services that the organization provides are being outlined here:

#### **Water Management**

KW&SB is one of the biggest water & waste water utility in this region. Water is being supplied to Karachi from a considerably distant located water source through bulk conveyance system comprising of a complex network of canals, conduits, siphons, multi-stage pumping and filtration.

#### **Water Supply**

- The present supply to Karachi from Indus and Hub source is approximately 650MGD (2925 ml/day)
- The per capita water demand @54 GPCD for population 20 million is estimated as 1080 MGD
- The current short fall is anticipated as 430 MGD

- First Phase of K-IV Project may take up to 5 years to complete i.e. by the year 2015
- By the year 2015, projected population of Karachi will be 23 Million and @ 54 gallons per capita per day, the demand of water shall be 1242 MGD
- By the year 2015 there will be a short fall of 600 MGD (2700 ml/day) water
- 100 MGD (450 ml/day) additional water is required after every 5 years to bridge the gap of demand and supply

### **Available supply**

#### Indus source

- Greater Karachi 280 MGD
- Gharo 028 MGD
- K-II 100 MGD
- Additional 040 MGD
- K-III 100 MGD
- Steel mill 022 MGD
- PQA 008 MGD

Hub dam 090 MGD

Dumlotee wells 002 MGD

**Total 670 MGD**

- Water lose reduction 35% (-) 234.50 MGD
- available water supply 435.50 MGD
- Water losses (35%). Net Supply (after accounting for Leakage / Pilferage / Non revenue water (NRW)) 435 MGD

At present a total 640 approximately MGD of water is being supplied to the city of Karachi (except Steel Mills & PQA) out of which 440 MGD is being filtered at:-

- COD Filter Plants ( 70 + 45) 115MGD
- Pipri (New) Filter Plant 050MGD
- Pipri (Old) Filter Plant (25 +25) 050MGD
- NEK (old) Filter Plant 025MGD
- NEK (New) Filter Plant 100MGD
- Hub Filter Plant 080MGD
- Gharo Filter Plants (10 + 10) 020MGD

**Total 440MGD**

### ***Sewerage System***

Sewerage generated in City (70% of Water Supplied)	472 MGD
Optimum design capacity of sewerage treatment plants	150 MGD
Quantity of sewage treated	50 MGD
Shortfall in sewage treatment capacity	322 MGD
Untreated sewage	417 MGD

### ***Inventory of sewage systems***

Sewerage treatment plants	3 Nos.
Major sewerage pumping stations	6 Nos.
Sewerage lift pumping stations	32 Nos.
Sewer cleaning machines Suction machines 23 Nos. Jetting machines 23 Nos.	23 Nos.
Total length of sewers	5670Kms
Number of manholes	250,000 Nos.

### ***Sewerage treatment plants***

<b>Sewage treatment plant</b>	<b>Optimum Design Capacity (MGD)</b>	<b>Actual Treatment MGD</b>
Sewage Treatment Plant-I Site	51.00 MGD	20 MGD
Sewage Treatment Plant-II (Mehmoodabad)	46.50 MGD	0 MGD
Sewage Treatment Plant-III (Mauripur)	54.00 MGD	35 MGD
<b>Total</b>	<b>151.50 MGD</b>	<b>55 MGD</b>

### ***Total quantum of services***

- Over 150 pumping stations
- 25 bulk reservoirs on installations
- Over 10,000 km of pipe lines
- Over 900 million gallons of fluid
- Billing and recovery of 1.4 million establishment /consumers
- Over 400,000 valves
- Over 250,000 manholes

### ***Sewerage generation and treatment***

- Bulk Water Generation 670 MGD
- Sewage generated (*at 60% of 670 MGD*) 402 MGD

### **E- Services**

Electronic services available on the website of *KW&SB* for the facilitation of the customers which are given below:

- Online duplicate retail bill (*complete bill*)
- Online duplicate retail bill (*yearly*)
- Online duplicate bulk bill
- E-paid bill

### **Complaint and Feedback**

Complain/Feedback form is available on website and through this form customers can be able to feed their complaints and feedbacks directly to *KW&SB*

Consumer Number

Last Bill Paid --Select-- ▾ --Select-- ▾

Name

Email

Phone/Mobile Number

Complaint Type --Select-- ▾

Town --Select-- ▾

Address

Comments

**KW&SB Directory**

<b>SR NO.</b>	<b>NAME</b>	<b>DESIGNATION</b>	<b>OFFICE NO.</b>	<b>MOBILE</b>
01	Mr. Sajid Jokhio	Vice Chairman	99245124	0333-3132056
02	Mr.Nadim Shaikh	PRO to Vice Chairman	99245124	0321-9213860
03	Mr.Fateh Toniyo	SO to VC	99245124	0300-3976404
04	Mr.Syed Hashim Raza Zaidii	M.D KW&SB	99245154	0300-8211131
05	Mr.Waqar Hashmi	PSO to MD	99245159	
06	Mr. Tahseen Manzar	Director (I &C)	99245158	
07	Mr. Babu Khan	PS to MD	99245156	0300-2572815
08	Mr. Ilahi Bux Bhutto	SO to MD	99245079	
09	Mr. Mashkoor-ul- Husnain	DMD (F) / P	99245136	0300-2313823
10	Mr. Asadullah Khan	DMD (TS) / CE-EMW	99240803	0321-3789379
11	Mr. Fahim Akhtar Zaidi	CE(IPD)	99254146	0321-3782790
12	Mr. Mr.Muhammad Akhtar Ghori	DMD (HRD&A)	99231464	
13	Mr. Mr.Muhammad Akhtar Ghori	DMD (RRG)	99245142	
14	Mr. Mairajuddin	Director-IT	99231236	0321-2334523
15	Mr. Sikandar Zardari	PD -65 MGD	---	0300-2794035
16	Mr. Zafar Palijo	SE-WTM/ BT	99243856	0321-2571704
17	Mr. Ghulam Qadir	SE-Distt:East	9931221	0333-3092418
18	Mr. Aftab A. Chandio	SE-Distt:South	---	0300-2950117
19	Mr. Mohd Ali Shaikh	SE-WEST B	99231221	0334-3923257
20	Mr. Ovais Malik	SE-Distt.West A	99230318	0300-9269683

21	Mr. Roshan Deen	SE-Distt. Korangi	---	0333-2245861
22	Mr. Mohd Arif	Coordinator-South	99230317	0300-2992627
23	Mr. Azam Khan	CE-E/M-Sew	---	0321-3789979
24	Mr. Mashhood Hussain	Dir-Bulk/PD -GIS		0333-2169944
25	Mr. Shakeel Qureshi	PD -GIS	---	0333-2405205
26	Mr. Hasan Ejaz Kazmi	PD-Dhabeji/CPS	---	0300-2723448
27	Mr. Imtiaz Magsi	PD-S-III	---	0333-2222608
28	Mr. Ayub Shaikh	PM-100 MGD	99245134	0300-2486048
29	Mr. Sultan M.Yousufi	CLO	---	0300-3119790
30	Mr. Shahzad Ali	Dir-LA	---	0333-2262716
31	Mr. Azam Khan	Dir-Billing	99245141	0300-2630908
32	Mr. Dr.Muhammad Ali	DMS	---	0321-2834143
33	Mr. Nazeer Mateen	DPR	99240821	0300-2889782
34	Mr. Tauqeer Ali Khan	SE-Central B	---	0334-3224796
35	Mr. Naimatullah Mahar	Hydrants Cell	---	0333-2083299
36	Mr. Mohsin Qaimkhani		99245139	0300-9216671
37	Mr. Abdul Ghani Shaikh	Manager-GIS	99245123	0300-2152364

## Contacts on Email

<b>Officers</b>	
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\Dy. Director Shahfaisal	ddtshahfaisal@kwsb.gos.pk
Dy. Director SITE	ddtstite@kwsb.gos.pk
Dy. Director Bulk Billing	dy.directorbulk@kwsb.gos.pk
<b>Complaint</b>	e-complaint@kwsb.gos.pk
	webteam@kwsb.gos.pk
	asad-ce@kwsb.gos.pk

### Customers Services Center

S.NO	NAME	TOWN	CONTRACT NO.	LOCATION / CUSTOMER'S SERVICES CENTER'S
01.	Mr. Zahid Mehmood	Korangi		Korangi no.05 behind Nadra office
02.	Mr. Shoaib Abbas	Landhi	0333-3631233	Korangi no.05 Nadra office building
03.	Mr. Zulfiqar Chohan	Bin Qasim		Town office near police training center Razzak-a-bad
04.	Mr. Manzoor Ali Jarwar	Shah fasial		Near Shama shopping centre Shah fasial colony opp Bombay bakery
05.	Mr. Abdul Saleem Kamboo	Malir		Near Ganchi shadi hall annexed Lal masjid Malir

06.	Mr. Muhammad Khan Magsi	Saddar		1st floor Cooperative market Saddar
07.	Mr. Rashid Khan	Keamari	0300-25525753	Danso hall M.A Jinnah road.
08.	Mr. Abdul Hameed Pathan	Gulshan-e-iqbal		Dashtiyar chamber opp. Urdu college
09	Mr. Hassan Imam	Jamsheed	021-99230314/	Near chowrangi Islamia college
10.	Mr. Rehan Jaffri	Liaquatabad		Super market Liaquatabad
11	Mr. Muhammad Khan Magsi	Orangi		Near fire brigade station sector 05 Abdullah mobile market
12	Mr. Zafar Iqbal Qazi	Baldia	0333-3860908	Lasi para no.5 Bladia town
13	Mr. Qurban Ali Magsi	S.i.t.e	0333-2293977	Annexed Sir Syed girls College Urdu bazar Nazimbad no.2
14	Mr. Sarfaraz Sangai	Gadap		CDGK office Surjani 1st floor
15	Mr. Zahid Latif	New karachi		Town office new karachi.
16	Mr. Saeed Anwar	N.nazimabad		Sakhi hassan hydrent near D.C.office
17	Mr. Mirza Arshad Baig	Gulberg	021-9246253 / 0300-2161569	Mukka chowk Azizabad F.b.area block-8
19.	Mr. Zulfiqar Magsi	Lyari	021-259340 /	1st floor meat market Lea market Lyari
20.	Incharge complain cell	Karsaz office	99245138 - 99245140	9th mile consumer services center Karsaz.