

Respected Sir/Madam,

I am writing to bring to your urgent attention the extremely serious and distressing situation being faced by thousands of residents of Union Council 1, TMC Model Colony, Karachi, due to the ongoing construction activities under the Karachi Red Line BRT Project (Lot 1).

As an elected representative of the area, we have extended our full cooperation to the project authorities and contractors throughout the execution of the project. Unfortunately, despite repeated meetings, verbal reminders, and several written complaints submitted to the concerned authorities, the critical public utility issues caused by the construction work remain unresolved.

1. Destruction of Water Supply Line – Six Months Without Water

During the execution of the Red Line BRT construction work, the contractor has damaged the 6-inch diameter underground water supply line at multiple locations within our constituency.

As a direct consequence, thousands of residents have been deprived of their regular water supply for approximately six months. Despite repeated complaints and assurances that the damaged line would be restored, no permanent solution has been provided to date.

The affected residents are being forced to arrange water through alternative and costly means, while many families, particularly the elderly, women and children, are suffering immensely due to the prolonged unavailability of this basic necessity.

The damaged 6-inch water supply line from Tank Chowk to Sheet No. 27 requires immediate re-laying and restoration.

2. Construction Debris Dumped into Sewerage Manholes

The situation has been further aggravated by the contractor's apparent negligence in disposing of construction debris and material into the sewerage manholes of Model Colony.

This has resulted in severe blockages throughout the sewerage network. Consequently, sewage is continuously overflowing onto streets, residential areas, homes, mosques, schools and other public places.

This is creating an extremely unhygienic and hazardous environment for thousands of residents and poses serious risks to public health and safety.

It is particularly concerning that these problems have persisted despite the submission of multiple complaints and repeated communication with the concerned project authorities.

Previous Complaints and Correspondence

We have already submitted several complaint letters and representations to the relevant authorities regarding these issues. Copies of the previous complaints and correspondence are attached herewith for your record and kind consideration.

Unfortunately, the continued lack of effective action has left us with no option but to approach the Green Climate Fund (GCF), as a co-financier of the project, with the expectation that your intervention will ensure that the project's social and environmental responsibilities are properly fulfilled.

Our Urgent Requests

In view of the gravity of the situation, we respectfully request the Green Climate Fund to take immediate action and ensure that:

1. All underground public utility services, particularly the water supply and sewerage systems, are properly relocated, protected and restored in accordance with approved engineering standards and project requirements.
2. The damaged 6-inch water supply line from Tank Chowk to Sheet No. 27 is immediately re-laid and restored so that thousands of affected residents can receive their water supply without any further delay.
3. All construction debris and material dumped into sewerage manholes is removed immediately, and the entire affected sewerage network is properly cleaned, desilted and restored to full operational capacity.
4. A high-level joint inspection team comprising representatives of TransKarachi and the Asian Development Bank (ADB) urgently visit UC-1, TMC Model Colony, inspect the affected locations and assess the extent of damage caused by the construction activities.
5. The concerned contractor is held accountable for repeated negligence, failure to protect public utilities and failure to honour commitments made during various meetings and following repeated written complaints.

6. Appropriate corrective and preventive measures are immediately implemented to ensure that no further damage is caused to essential public infrastructure during the remaining construction activities.

7. Connect all the adjacent street's drainage system with the new installed drainage system by BRT on the road.

Roads have been raised due to new construction of the road above the level of the streets. Now if heavy rain falls all streets will be drowned. Connection of the streets drainage with the new installed drainage system on an emergency basis.

An Urgent Appeal for Intervention

The Red Line BRT Project was initiated with the fundamental objective of improving public transportation, urban infrastructure and ultimately the quality of life of the people of Karachi. However, a development project must not result in depriving thousands of citizens of basic necessities such as water, sanitation and a safe living environment.

The residents of UC-1, TMC Model Colony, have demonstrated considerable patience and cooperation despite suffering for nearly six months. Unfortunately, the continued inaction has now created a situation where public frustration is reaching an alarming level.

Residents are now preparing to hold public protests against the continued failure of the contractor and concerned project authorities to resolve these issues. Any further delay may lead to avoidable public unrest and serious consequences, for which the concerned authorities and responsible project entities would have to bear responsibility.

We therefore respectfully request the Green Climate Fund's immediate personal intervention in this matter. We also request that this complaint be treated as an urgent grievance concerning essential public services and the social and environmental impacts of the project, and that the concerned project authorities be directed to resolve these issues on an emergency basis.

We sincerely hope that, as a co-financier of the Red Line BRT Project, the Green Climate Fund will take cognizance of the suffering being faced by the affected communities and ensure that the necessary corrective measures are implemented without any further delay.

The residents of Model Colony deserve development with dignity, safety and uninterrupted access to essential public services.

We look forward to your immediate intervention and a prompt resolution of this critical matter.



Union Council 1 – TMC Model Colony, Karachi



Attachments:

1. Copies of previously submitted complaint letters
2. Photographs/videos of damaged water supply infrastructure
3. Photographs/videos of sewerage overflow and affected areas
4. Relevant correspondence with TransKarachi/contractor/project authorities.