



## **DECISION**

Complaint No. : POS/8095/2022/01/G

Name and address of the complainant : Mr. Jawaid,  
M/s. H.A.H, Muslim Gymkhana,  
Awan-e-Saddar, Road behind Complex, 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 ABRUPT INCREASE IN MONTHLY WATER BILL OF MUSLIM GYMKHANA.**

### **COMPLAINT**

Mr. Jawaid, M/s H.A.H. Muslim Gymkhana, Aiwan-e-Saddar Road, behind Shaheen Complex, Karachi, filed a complaint on 21.12.2022 and alleged abrupt increase in water bill from Rs.65000/- per month to Rs.605008/- per month. The complaint also alleged inaction on the representation made for rectification of increased water billing. He, therefore, sought intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted on 02.01.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of copy of CNIC and an Affidavit on Form "A" and by condoning the delay. Thereafter, the matter was referred to the Managing Director / CEO KW&SC vide this office letter dated: 09.01.2023 for report. The complainant was also advised to submit copy of CNIC and Affidavit on Form "A", which he submitted later-on.
3. On examination of the case by Investigating Officer it was established that increased tariff on water has raised the primary issue and the complainant had objected sudden rise in water bills since Feb. 2022. The agency had clarified that bills are calculated as per the Gazette Notifications on water tariff issued by Govt. of Sindh. The plot size of the Muslim Gymkhana is 40161 Sq.Yds. and based on that the KW&SC has generated the bills.
4. Later-on, the Investigation Officer alongwith representative of the agency and the complainant visited the site on 13.12.2024 and evaluated the water usage by Muslim Gymkhana. The agency was directed to generate the water bills, as per the Gazette Notification of Govt. of Sindh on water tariff dated: 05.07.2021, 03.02.2022, 26.07.2022, 27.07.2023 and 13.09.2024.



(2)

**FINDINGS**

5. Since the management of Muslim Gymkhana has failed to clear the arrears of water charges despite the rebate offered by KW&SC on payment of arrears, therefore, this Institution is not able to provide any relief to the complainant.

**DECISION**

6. In view of the above, the complaint is hereby rejected.

*Given under my hand and seal of office.*



**Sd /-**  
**(Muhammad Sohail Rajput)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, the 4<sup>th</sup> February, 2025

