



## DECISION

Complaint No. : POS/5459/2024/59/G

Name and address of the complainant : Mr. Mustafa Muhammad Afaq,  
Managing Partner, M/s. Shafiq Press, 120,  
Dr. Ziauddin Road, 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 ISSUANCE OF UN-WARRANTED NOTICE TO THE COMPLAINANT BY KW&SC.**

### COMPLAINT

Mr. Mustafa Muhammad Afaq, Managing Partner M/s. Shafiq Press, filed an online complaint on 13.11.2024 against KW&SC and alleged issuance of un-warranted notice to him though the payment of monthly water charges bills are being made regularly. He, therefore, sought intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted on 20.11.2024 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: 28.11.2024 for report.
3. In response, the Deputy Director (Tax), Saddar Division, KW&SC vide his letter dated: 30.01.2025 informed that they had issued a notice requesting the complainant to provide necessary documents as part of their routine survey & verification process. During the survey it was observed that the said building comprises of ground + 4 floors and its covered area is exceeding 100 square yards. In response to their notice the complainant provided the relevant documents including PT-1 which clearly indicated that the building covers 158 Sq. yds and consisting of ground + 4 floors. Accordingly necessary corrections have been made in the record and bills to reflect accurate size. A copy of newly generated bill was also attached.
4. The agency's report was forwarded to the complainant and he was also contacted on telephone on 22.01.2025 when he informed that his grievance has been resolved and requested to close the case.

**FINDINGS**

5. The complainant telephonically has confirmed that his problem has been resolved, therefore, no further action is required now.

**DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd /-**  
**(Muhammad Sohail Rajput)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; ~~12<sup>th</sup>~~ March, 2025

