



## **DECISION**

Complaint No. : POS/518/KE/28/2024

Name and Address of the Complainant : Syed Muhammad Zaki, House No. R-22, Rehman Villas, main University Road, 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 :- **COMPLAINT REGARDING NON-ISSUANCE OF BILLS SHOWING THE AMOUNT PAID IN INSTALLMENTS.**

### **THE COMPLAINT**

Syed Muhammad Zaki in his complaint dated 16.04.2024 stated that he is resident of House No. R-22, Rehman Villas, Karachi, he received a water bill of Rs. 16,925/- in January 2023. He paid the bill in installments of Rs. 2,000/- per month along with the current charges. However, the amount paid in installments was not deducted from the next month's bill. He contacted the KW&SC office, but he was only provided with an installment payment plan for each month. As a result, the amount on his bill kept increasing every month. He repeatedly requested the KW&SC billings section that installment as paid need be deducted from the total bill each month, and the remaining balance should be presented as the final bill but no action was taken by KW&SC. He, therefore, solicited intervention of this office 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. In response, Deputy Director, Taxes, Gulzar-e-Hijri, Scheme-33, KW&SC, Karachi vide letter dated 17.05.2024 intimated that subject matter has been resolved and consumer paid his complete dues in the current month.

3. Copy of the Agency's report was forwarded to the complainant for rejoinder but he failed to respond despite issuance of notices/reminders. Investigating Officer, finally contacted the complainant on phone on 09.12.2024, who informed that his grievance has been resolved and he is no more interested to pursue the complaint any further.

### **FINDING**

4. As a result of timely intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

### **CONCLUSION**

5. In view of the above, the complaint is disposed of as redressed.

*Given under my hand and seal of the office*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 10<sup>th</sup> January, 2025