



DECISION

Complaint No. : POS/498/SKK-45/2025

Name and address of the complainant : Mr. Muhammad Iqbal S/o. Abdul Majeed,
R/o. House No. B-228, Shahi Bazar,
Chachar Street, District, Sukkur

Name of the Agency Complained against : Municipal Commissioner,
Municipal Corporation, Sukkur.

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **COMPLAINT AGAINST ISSUANCE OF WATER SUPPLY BILL DESPITE DISCONNECTION OF WATER SUPPLY.**

COMPLAINT

Mr. Muhammad Iqbal, filed a complaint on 28.01.2025 against issuance of water supply bill though he got it disconnected due to adulterated water being supplied by the Municipal Corporation, Sukkur. Currently, he is using borewell water. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The matter was taken up with the Municipal Commissioner, Municipal Corporation, Sukkur vide this office letter dated: 20.03.2025. In response, the Director Taxes, Municipal Corporation, Sukkur vide his report dated: 19.05.2025 informed that the complainant has paid the bill and on his request water connection has been disconnected in Water Billing Record of Tax Branch on 28.04.2025.
3. A copy of said report was sent to the complainant for his rejoinder vide this office letter dated: 26.05.2025 followed by reminder dated: 13.06.2025. In response, he appeared before the Investigating Officer on 30.06.2025 and submitted in writing that now the bill is not being issued to him. Hence, he requested to close the case, as his grievance was resolved.

FINDINGS

4. According to the report of agency, the water connection has been permanently disconnected in Water Billing Record of Tax Branch on 28.04.2025 which is also confirmed by the complainant vide letter dated: 30.06.2025. Hence, no further action is required.

DECISION

5. Though the complaint stands redressed but the Municipal Commissioner, Municipal Corporation, Sukkur is hereby directed to ensure supply of unadulterated potable water in the residential area of the complainant and report compliance inside **60 days**, herein of.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated; 7th August, 2025