



DECISION

Complaint No. : POS/2037/2022/KM (W)

Name and address of the complainant : Mr. Muhammad Yahya Khan, Plot No. B/10-A, Street No.02, Mangopir Road, SITE, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST KARACHI WATER & SEWERAGE CORPORATION ALLEGING NON-RECTIFICATION OF EXORBITANT WATER BILL OF THE COMPLAINANT.**

COMPLAINT

Mr. Muhammad Yahya Khan filed a complaint dated 12.04.2022 wherein he stated that he has a poultry farm, namely A.J poultry farm at Jam Chakro, Karachi. The agency has issued an exorbitant water bill, amounting to Rs. 4,656,357/- including the arrears and surcharge etc. He approached the agency along-with documentary evidence for correction of water bill but to no action has been taken. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory affidavit on Form-A, other relevant documents and by condoning delay.
3. This office issued a notice dated 23.05.2022 to the Director (Bulk), Karachi Water & Sewerage Corporation for report, who in response informed vide letter dated 09.06.2022 that the complainant was provided water connection in December-2014, since then he never paid the water bills. The total water dues have been accumulated to Rs. 4,663,344/- including surcharge etc. His current water bill for May-2022 is amounting to Rs. 18,987/- only.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 03.10.2022, who in response, reiterated his version for rectification of water bill vide letter dated 31.10.2022.
5. The matter was taken up with Deputy Managing Director (RRG), KW&SC for report vide letter dated 04.06.2024 but he did not respond despite issuance of reminders. This office issued summons dated 08.10.2024 for the attendance of Deputy Managing Director (RRG) and sent to the SSP East Karachi for service upon him. The case was heard on various dates. Finally, the Director (Bulk) Water Supply, KW & SC informed vide letter dated 22.05.2025 that the water bill of the complainant has been rectified and a corrected bill, amounting to Rs. 481,392/- has been issued to the complainant in April-2025. He enclosed the copy of water bill as an evidence.

6. The agency's report was sent to the complainant for rejoinder vide letter dated 22.05.2025, followed by reminders but he did not respond. This presumes that he has lost interest to pursue his case after redressal of his grievance.

FINDINGS

7. The investigation of the complaint established maladministration against the agency for issuing exorbitant water bills to the complainant which has been redressed on the intervention of this Institution.

DECISION

8. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), 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 6th August, 2025

