



DECISION

Complaint No. :

POS/4531/KE-242/22

Name and Address
of the Complainant :

Mr. Sadek Dossa, R/o. House No. A-65, Sindhi Muslim
Housing Society, Karachi.

Name of the Agency
Complained against :

Karachi Water & Sewerage Corporation

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**ALLEGED INACTION ON COMPLAINTS MADE
AGAINST UNJUSTIFIED BILLING OF WATER IN
RESPECT OF HOUSE NO. A-65, SINDHI MUSLIM
HOUSING SOCIETY, KARACHI.**

THE COMPLAINT

Mr. Sadek Dossa in his complaint dated 19.08.2022 stated that he has been receiving incorrect bills from Karachi Water and Sewerage Corporation for his residence under commercial Slab "T" instead of Residential Slab "A". He stated that upon lodging complaint to KW&SC on 17.01.2019 and 15.01.2021, and having provided all the details, his case was dealt by Mr. Ishaq, Deputy Director, KW&SC, Mahmoodabad Division who calculated the dues under Residential Slab "A", which amount to Rs. 146,178/-. According to the complainant the Deputy Director (Revenue) KW&SC had informed complainant that such calculation would be referred to the Director, KW&SC, District East, who would form a committee to rectify such bill. The complainant stated that since January, 2021 he has been following up the matter and has continually being asked to wait until the committee is formed and decision is made. The complainant stated that while he was being asked to wait for correction of bills / adjustment of dues, the KW&SC is constantly issuing the bills every month under commercial Slab "T" thus piling up of dues. He stated that his request to stop further billing on commercial rate with immediate effect has been ignored by KW&SC. He, therefore, solicited intervention of this office for redressal of grievance.

PROCEEDINGS

2. After admission of complaint 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response Deputy Director, Taxes, Mahmoodabad Division, KW&SC informed that the said property was assessed on KW&SC tax-net in the month of June, 1991 measuring 5400 sq. ft as "office" and therefore billed under "T" category. (Statement from the June-1991 to Oct-2022 available on record). The case was already discussed with the consumer he was briefed under review of his applications regarding the change of status of property from "commercial to residential" in the light of site survey report and P.T-1 form. The report of Deputy Director (Revenue) added that the claim of outstanding dues could not be settled due to non-formation of "Rectification Committee" since 2015. At present only the status and tariff of bill can be changed from the current month and whenever the committee is formed the said dues will be rectified. The

Agency suggested that complainant either pay the dues by way of easy installments or in one go, the surcharge amount of Rs. 2,23,102/- shall be deducted out of complete bill. After correction, the monthly bill to be issued would only be Rs. 2470/- instead of Rs. 30,344/-. As regards the accumulation of dues, the Agency insisted the same are payable because the consumer (complainant) never moved any application for its correction or changing the status of said property.

3. The complainant in his rejoinder dated 22.02.2023 stated that in a hearing held earlier on 31.01.2023, it was mutually decided/agreed with Mr. Ishaq Khan, Director, KW&SC, Mahmoodabad Division that upon payment of Rs. 100,000/- the billing tariff of the subject property will immediately be changed from Commercial to Residential and that the monthly billing from the next month will be charged under Residential tariff i.e. s. 2,470/- per month instead of Rs. 30,344/-. The complainant insisted that the outstanding amount should not be included in the next month's bill and neither be raised/increased until the amount is rectified by KW&SC. Once the bill is rectified, the complainant assured that he will pay the outstanding amount immediately in one go.

4. The Investigating Officer fixed the case for hearing on multiples dates. Subsequently, the complainant vide letter dated 03.10.2023 informed that on the intervention of this office KW&SC has changed billing tariff of the subject property from commercial "T" to residential "A" from the month of August, 2023. He also requested that arrear amount of Rs. 2.0 Million needs to be rectified as per residential tariff at the prevailing rate of each year.

5. The matter was taken up with the M.D, KW&SC for rectification of the disputed amount but there was no response. Meanwhile, the Deputy Director (Revenue) vide letter 15.01.2025 intimated that complainant's case for rectification of disputed amount has already been sent to the concerned department for correction.

FINDING

6. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- a) The complainant's property was charged by KW&SC under commercial slab "T" on the basis of assessment made in 1991, as an 'office' was established at the said property.
- b) The complainant reportedly purchased the property in 2004. But failed to notice the commercial tariff on the bill. It was only in 2019 when he received 3 day's / Notice / Warning from KW&SC for payment of dues which had piled up by that time to Rs. 12,26,660/-. Only then the complainant realized billing on commercial tariff. Apparently, the complainant too had been missing payment on pretext of not receiving bills.
- c) During the process of investigation, submission of PT-1 form by complainant and on the intervention of this office KW&SC rectified billing tariff from commercial to residential w.e.f August 2023. However, the amount accumulated on account of commercial rates could not be rectified due to non-constitution of "Rectification Committee" by the KW&SC management.

(3)

CONCLUSION

7. In view of above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended upon to date) I direct the Managing Director / CEO, Karachi Water & Sewerage Corporation to immediately take corrective action, constitute such rectification committee to take up the matter of complainant's disputed amount details of which have already been forwarded by the concerned Deputy Director Revenue and decide accordingly.
8. Compliance should be reported within 60 days here off.

Given under my hand and seal of the office



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

Karachi, dated 03 - 07 - 2025