



DECISION

Complaint No. : POS/4012/2025/KR

Name and address of the complainant : Mr. Abdul Nasir,
R/o. House No. D-27, Awami Colony,
Mill Area, Korangi, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

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

Subject : **COMPLAINT AGAINST ISSUANCE OF BILL OF RS.1960/- INSTEAD OF RS.1560/- FOR WATER TANKER BY FUTURE HYDRANT, LANDHI.**

COMPLAINT

Mr. Abdul Nisar filed a complaint on 01.07.2025 stating that he had booked a water tanker for his house, which is approximately 07 kilometers away from Future Hydrant, Landhi, for which the fixed charge is Rs.1560/- but he was charged Rs.1960/- instead.

PROCEEDINGS

2. The matter was referred to KW&SC for report. The Incharge Engineer, Future Hydrant, KW&SC, vide his letter dated 05.08.2025, reported that the complainant had misrepresented the facts as his residence is actually located in Awami Colony, falling in UC-9, whereas he booked the tanker by falsely mentioning his residence in UC-6. The notified rates for UC-9 (Awami Colony) are Rs.1963/-, while for UC-6 the rate is Rs.1560/-.
3. The report of the Agency was forwarded to the complainant for his rejoinder, but he did not respond despite reminders.

FINDINGS

4. It is established that the complainant was charged as per the officially notified rate applicable to UC-9, Awami Colony, where his residence is situated. The allegation of overcharging is therefore not substantiated. The discrepancy arose due to the complainant's own misrepresentation at the time of booking.

DECISION

5. In view of the above, the complaint stands disposed of as rejected.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 02nd October, 2025