



DECISION

Complaint No. : POS/8932/KE/552/2023

Name and Address of the Complainant : Syed Saad Akbar, House No. S-1/295, Saudabad, Malir, 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 :- **IN ACTION ON COMPLAINT DATE 12.04.2023
REGARDING UNJUSTIFIED WATER
BILLING AGAINST CONSUMER NO.
M0010295000A.**

THE COMPLAINT

Syed Saad Akbar, in his complaint dated 01.01.2024, stated that he is resident of House No. S-1/295, Saudabad, Malir, Karachi. Despite non-availability of water and the poor condition of the sewerage system, he regularly paid his bills from 2007 to 2019. However, in 2019, he noticed a note on his bill stating that a 9% tariff increase had been applied since July 2017. As a result, he stopped making payments. The complainant stated that since KW&SC is not providing him with any services, he should not be required to pay the bill. He stated that he uses water drawn from underground well or has to purchase water from tankers, as well as arrange for the cleaning of the sewerage line himself. Despite writing multiple letters to KW&SC, his complaints have gone unheard. Furthermore, he claims that KW&SC is sending him inflated bills and upon nonpayment of KW&SC dues is threatening to auction his property and have him arrested. He requested that the unjust charges on his bill be removed and he be provided with a proper water supply, and that regular cleaning of sewerage line be ensured. 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Deputy Director Taxes (M) Division, Malir Town, KW&SC vide letter dated 29.01.2024 stated that the consumer has paid bill till June 2019 and at present Rs. 36,209/- are outstanding against him upto December 2023. As regards complaint of 9% increase in tariff, the same has been done by the corporation under approval of the government. Report concluded that KW&SC is providing services in this area regularly and the consumers are using facility of water & sewerage disposal which can be seen at site. The claim of the consumer cannot be entertained as he is liable to pay all outstanding dues Rs. 36,209/-.

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3. Copy of the Agency's report was forwarded to the complainant for rejoinder but he failed to respond despite issuance of reminder.

FINDING

4. The complainant failed to rebut the Agency's report nor he turned-up to pursue his complaint. It appears that either the complainant is satisfied with the Agency's report or have lost interest in pursuing the complaint any further.

CONCLUSION

5. Under the circumstances, when the complainant has failed to respond, it was clear that he has lost interest to pursue his complaint. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose of the complaint on account of non prosecution.

Given under my hand and seal of the office



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 20-03 -, 2025