



DECISION

Complaint No. : POS/KR-59/2025

Name and address of the complainant : Mr. Umar-ud-Din,
Manager & Director of M/s. Aslam & Brothers,
Plot No. 70-73, Sector 23, Korangi Industrial Area, 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 :

**ALLEGED UNJUSTIFIED ISSUANCE OF BILL
DESPITE HAVING NO CONNECTION OF WATER
AND NON-SUPPLY OF WATER BY KW&SC.**

COMPLAINT

Mr. Umar-ud-Din filed a complaint on 16.04.2025 against KW&SC alleging that bills were being unjustifiably issued on account of water supply, despite the fact that he had been purchasing water through private tankers and no water connection existed at his industrial plots bearing No. 70-73, KIA, Karachi.

PROCEEDINGS

2. The matter was referred to the Executive Engineer (Water), KW&SC Korangi Town, and the Deputy Director (Taxes) for a report and hearing of the case was also fixed on 24.07.2025. During the hearing, the Executive Engineer (Water), Korangi Town, and the Deputy Director (Revenue/ Taxes), Korangi Town, were directed to visit the site in presence of the complainant and report back by 28th July, 2025.
3. In compliance, the Deputy Director (Taxes) accepted that since no water connection had been installed to the complainant's residence, he would not be billed for water charges, and would only be liable to pay sewerage charges, to which the complainant had agreed.

FINDINGS

4. The record and the statements of KW&SC officials confirm that no water connection exists at the complainant's industrial plots. Therefore, the issuance of water bills in the name of the complainant was unjustified. However, as per the rules of KW&SC, sewerage charges are applicable irrespective of the existence of a water connection, and the complainant is bound to pay the same.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 02nd October, 2025