



DECISION

Complaint No. : POS/254/2024/KC

Name and address of the complainant : Mrs. Farzana Qaiser,
R/o. House No. A-210, Block-T, North Nazimabad,
Karachi

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

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,
Director, Regional Office, Karachi (Central)

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

Subject : **ISSUANCE OF WRONG WATER BILLS BY KW&SC TO THE COMPLAINANT.**

COMPLAINT

Mst. Farzana Qaiser, filed a complaint on 08.01.2024 and stated that since September, 2023, the Karachi Water & Sewerage Corporation (KW&SC) has been issuing wrong water bills in respect of her house No. A-210, Block-"T", North Nazimabad, Karachi on the pretext that it is a double storey house whereas actually her house is only a single storey. She, therefore, solicited our intervention for resolution of her problem.

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 upto date) by condoning the delay and subject to the submission of Affidavit on Form-"A". After submission of the required document by the complainant, the matter was referred to the agency. In response, Inspector, KW&SC, North Nazimabad Town, Karachi vide his letter dated: 18.04.2024 informed that necessary correction had been made and now bills were being issued to the complainant on the basis of a single storey house.
3. Later-on, the Deputy Director (Recoveries), KW&SC, North Nazimabad Town, Karachi vide his letters dated 03.09.2024 and 18.11.2024 requested to advise the complainant to visit the office with supporting documents for the adjustment of excess payment and outstanding amount. He also furnished a copy of corrected bill for the month of October, 2024.
4. The complainant vide her letter dated: 11.12.2024 informed that with the support of the institution of Provincial Ombudsman Sindh, her problem has been fully resolved. She also thanked this Institution in that regard and requested to close the case.

FINDINGS

5. Due to intervention of the Institution, the complainant's problem has been fully resolved. Hence, no further action is required in the matter.

DECISION

6. 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; **3rd** January, 2025

