



DECISION

Complaint No. :

POS/8149/KE-460/2022

Name and Address
of the Complainant :

Mr. Laeeq Ahmed, 76, Narimen Road, Amin Colony,
Opposite Islamia College, 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 :-

**ALLEGED SUPPLY OF CONTAMINATED
WATER TO THE AREA OF THE
COMPLAINANT AND COMMERCIAL
BILLING ON RESIDENTIAL PROPERTY.**

THE COMPLAINT

Mr. Laeeq Ahmed, in his complaint dated 23.08.2024, stated that the Karachi Water & Sewerage Corporation, Jamshed Town East Karachi, has been supplying contaminated water and, despite numerous complaints, has failed to resolve the issue, posing a serious health risk to his family and other residents of the area. Furthermore, instead of issuing a residential water bill, the KW&SC has been sending commercial bills without conducting any physical inspection. The premises have always been used for residential purposes with no commercial activity, signage, or requests for change of use submitted at any point. He also provided PT-1 documents from the Excise and Taxation Department showing residential status of the property. The complainant stated that despite this, he continues to receive incorrect commercial bills, with outstanding dues now exceeding Rs. 1.6 million. He stated that as a retired federal government pensioner, he finds the commercial billing unjust and unaffordable. He requested immediate testing of the water being supplied and correction of billing category from commercial to residential and issuance of revised residential bill payable in 12 installments. 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 the Deputy Director, Taxes, Jamshed Division, KW&SC vide letter dated 28.10.2024 stated that as per office record, the said property was initially assessed as Residential on KW&SB Tax-Net, bearing Consumer No. E-009-0498-000. Afterwards, the status of property was changed in the FY-2005-2006, due to witnessing of commercial activity, as an office namely American Life Insurance Company Ltd. Pakistan was found functioning at the said property. It is brought to kind notice, the letter added, that the complainant / consumer has never communicated such discrepancy to this office to rectify the same from Commercial to Residential till the filing of present complaint, before the

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Provincial Ombudsman, Sindh on 23.08.2024. Besides, this office has no record of any correspondence or request from the complainant in this regard. More importantly, the complainant/consumer has even paid some part payment bills of KW&SC as commercial property, which is given hereunder:

Month / Year	Payment	Paid Date
February-2007	6,899	14.03.2007
March-2007	6,227	12.04.2007
March-2019	9,992	23.04.2019
December-2020	9,992	07.01.2021

3. The Agency report added that the request of complainant for change of status has been found correct and next bill will be issued as residential category instead of commercial in the upcoming month. It however emphasized that the outstanding dues of Rs. 17,05,521/- reflected in the record upto billing month of August, 2024 are accurate as well as partly paid and thus balance amount is payable by the consumer.

4. The complainant vide his rejoinder dated 19.11.2024 contested Agency's stand and produced copy of PT-1 as evidence that confirm residential status of the property.

5. The Deputy Director (Revenue), Jamshed Town, KW&SC vide letter dated 07.01.2025 reiterated its stance that the subject property was converted from residential to commercial in 2005 based on a field survey which found commercial activity at the premises. The Agency also furnished the Area Inspector's statement. The report added that no request or correspondence was ever received from the complainant for rectification prior to the present complaint dated 23.08.2024. However, upon processing the current request, the billing category was changed from commercial to residential after necessary internal approvals, and revised bills were issued accordingly. The Deputy Director also stated that PT-1 issued by the Excise Department in 2024 does not override the historical record of commercial use of premises from 2005, and hence, the previously accumulated dues remain valid. The Agency added that KW&SC's rebate policy of (35% discount on full payment of all dues) could be utilized by the complainant.

FINDINGS

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

- i. The complainant has raised the issue of incorrect billing on commercial tariff by KW&SC, despite the property being claimed as residential in nature.
- ii. KW&SC claims the property was converted to commercial in 2005 based on a field survey. However, no concrete documentary evidence of ongoing commercial activity has been provided since then.
- iii. The complainant has submitted a valid PT-1 certificate in respect of subject property from the Excise & Taxation Department confirming its residential status, which has not been effectively rebutted.

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- iv. Partial payments by the complainant over the years do not amount to acknowledgment of commercial classification, particularly in the absence of verification.
- v. During the process of investigation KW&SC has now corrected the billing status to residential and adjusted bills from May to October 2024. However, it still demanded dues accumulated on commercial traiff.

DECISION

7. In view of the 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 up to date) I direct the Managing Director, Karachi Water & Sewerage Corporation, Karachi to waive off dues accumulated on account of commercial billing and after rectification revised bill on the residential tariff be issued to the complainant for payment.

8. Compliance should be reported within 60 days.

Given under my hand and seal of the office



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

Karachi, dated 03-07-2025