



DECISION

POS/158/2024/KC

Complaint No. :

Name and address
of the complainant :

Mst. Nighat Yasmeen,

R/o. House No. L-318, Sector 15-A/3, North Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC).

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan

Regional Director, Karachi Central.

Subject :-

**INCORRECT ASSESSMENT AND ISSUANCE OF
WRONG WATER/SEWERAGE BILLS ON 160 SQUARE
YARDS IN RESPECT OF AN 80 SQUARE YARDS PLOT**

COMPLAINT

Mst. Nighat Yasmeen lodged a complaint on 30.10.2024 stating that her house No. L-318, Sector 5-A/3, North Karachi, is constructed on a residential plot measuring 80 square yards. However, the Karachi Water & Sewerage Corporation (KW&SC) has been issuing water and sewerage bills as per specification for a 160 square yards plot. She repeatedly approached the concerned department for correction, but no remedial action was taken. She therefore sought intervention of this office for redressal of her grievance.

PROCEEDINGS

2. The complaint was examined and admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay. Upon submission of an affidavit on Form "A" by the complainant, the matter was referred to the concerned Agency for comments.
3. During the hearing held on 17.03.2025, the PS to Director (Billing), KW&SC, informed that the issue had been resolved and that bills were now being issued as per 80 square yards. He also produced a corrected bill for February 2025 in support of his statement.
4. The complainant, vide her letter dated 11.09.2025, confirmed receipt of bills calculated on 80 square yards basis. However, she requested refund or adjustment of the excess amount earlier charged on the basis of 160 square yards.

FINDINGS

5. Upon examination of the record, it is observed that the Agency had unjustifiably charged excess amounts by issuing bills on the basis of a 160 square yards plot, whereas the actual plot size was 80 square yards.

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6. In view of the foregoing, I, in exercise of powers conferred under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), hereby direct the Director (Billing), Karachi Water & Sewerage Corporation (KW&SC), to refund or adjust the excess amount, charged from the complainant, in future bills.
7. Compliance shall be reported to this office within 45 days of issuance of this order.

Given under my hand and seal of this office.

Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, the 22nd October, 2025

