



## **DECISION**

Complaint No. : POS/5006/KE/433/2024

Name and Address of the Complainant : Mr. Mohammad Shahbaz R/o. R-236, Sector 20-A, Musalmanan-e-Punjab Cooperative Housing Society, Scheme-33, Naer Jamali Pull (Bridge), 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 :- **COMPLAINT REGARDING ISSUANCE OF BILL FOR WATER SUPPLY WITHOUT CORRECT NAME OF THE CONSUMER.**

### **THE COMPLAINT**

Mr. Mohammad Shahbaz, in his complaint dated 27.11.2024, stated that House No. R-236, Sector 20/A, Musalmanan-e-Punjab Cooperative Housing Society, is in the name of his son Muhammad Shahzaib, who resides abroad. The water bill for this house (Consumer No. G641369000A) is being issued in the name of the previous owner, Naveed Ali. He stated that despite approaching the KW&SC office to have the bill transferred to his son's name, the staff present has failed to make the requisite change and did not process his request. 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 receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Deputy Director, Taxes, Gulzar-e-Hijri, Scheme-33, Division, KW&SC vide letter dated 28.01.2025 stated that his office has resolved the complaint of Mr. Muhammad Shahbaz. However, due to an unforeseen workload, he was unable to intimate the same in a timely manner for which he regretted. He also furnished corrected water bill in original which shows name of complainant's son as consumer.

3. The Investigating Officer, contacted the complainant on phone, who confirmed of the redressal and extended gratitude to this office.

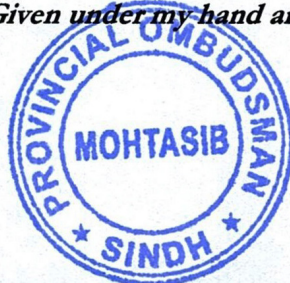
### **FINDING**

4. As a result of intervention by this Institution, complainant's grievance has been resolved.

### **CONCLUSION**

5. In view of the above, the complaint is disposed of as redressed.

*Given under my hand and seal of the office*



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

Karachi, dated 12-03-2025