



DECISION

Complaint No. : POS/39/2024/KM/KW

Name and address of the complainant : Mr. Raseem Gul R/o. House NO. B432, Block-1, Metroville, SITE Area, Karachi.

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

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST KARACHI WATER & SEWERAGE CORPORATION ALLEGING ISSUANCE OF EXORBITANT WATER BILL TO THE COMPLAINANT.**

COMPLAINT

Mr. Raseem Gul filed a complaint dated 24.09.2024 wherein he alleged shortage in supply of drinking water and issuance of an exorbitant water bill, amounting to Rs. 42,391/- for his house. He approached the billing office of KW&SC for correction of bill but to no avail. Aggrieved by that, he solicited intervention of this Institution.

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 up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. The matter was taken up with Director Retail / Focal Person, KW&SC Karachi for report vide letter dated 18.11.2024, followed by a reminder. The complainant appeared before Investigation Officer, Keamari on 30.12.2024 and filed a written statement that his grievance has been redressed and extended thanks to this Institution.

FINDINGS:

4. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

5. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), 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: **20th** March, 2025