



## **DECISION**

Complaint No. : POS/754/KE-62/2023

Name and address of the complainant : Mst. Zaib-un-Nisa Begum,  
R/o. House No. 20/131, Double Room K Area,  
Opp. Darul Uloom, Korangi, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Advisor-in-Charge, R.O Korangi

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

Subject : **ALLEGED OVER CHARGING OF WATER BILL FROM THE COMPLAINANT AT COMMERCIAL RATES I.E. RS.971/-, WHEREAS RS.400/- ARE BEING CHARGED FROM OTHER RESIDENTS – INACTION BY AUTHORITIES ALSO ALLEGED.**

### **COMPLAINT**

Mst. Zaib-un-Nisa, lodged on 27.01.2023, stating that the Karachi Water & Sewerage Corporation (KW&SC) was issuing water bills at commercial rates for her residential connection. Despite repeated requests and follow-ups with the KW&SC, no corrective action was taken.

### **PROCEEDINGS**

2. The complaint was referred to the Agency for a report. In response, the Deputy Director (Taxes - Revenue), KW&SC, Landhi Division, vide letter dated: 18.10.2024 reported that the necessary correction had been made to the billing status of the complainant.
3. The complainant, in her rejoinder dated: 05.11.2024, confirmed that the billing issue had been resolved. However, she stated that for the past ten years, water bills were issued under a commercial category and thus requested a refund or adjustment of the overpaid amount.
4. The Deputy Director (Taxes), KW&SC, Landhi Division, in a letter dated: 27.01.2025, explained that commercial bills were issued due to the presence of five shops constructed on the complainant's plot. The billing category was corrected following the complainant's request. However, it was stated that KW&SC does not have any policy for refunding previously paid amounts.

### **FINDINGS**

5. Upon examination of the available record and correspondence, it is evident that the primary issue raised by the complainant, the erroneous billing of a residential water connection under the commercial category, has been resolved by the concerned department. The KW&SC acknowledged the error and took corrective measures by reclassifying the connection and correcting the bills accordingly, as confirmed by both the



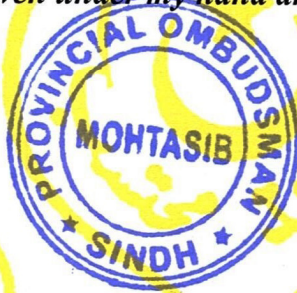
agency's report and the complainant's rejoinder. However, the complainant's subsequent demand for a refund or adjustment of the excess amount paid over the preceding ten years under the commercial tariff was not entertained. The KW&SC, in its reply, justified the earlier billing practice on the grounds that five commercial shops were constructed on the premises, which led to the categorization of the connection as commercial.

6. Furthermore, the agency clarified that there is no prevailing policy within KW&SC to refund or retrospectively adjust amounts paid under previous billing categories, even if those categories were later corrected. While the complainant's grievance regarding current and future billing has been addressed, her request for retrospective financial relief is beyond the scope of the Corporation's established policies and administrative practices. Therefore, as her primary concern has been redressed, the additional relief sought does not fall within the agency's purview to grant.

#### **DECISION**

7. In view of the above, the complaint stands disposed of as redressed.

*Given under my hand and seal of office.*



**Sd /-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 3rd June, 2025

