



DECISION

Complaint No.	: POS/2735/2024/KM/KW
Name and address of the complainant	: Mr. Muhammad Tariq Vohra R/o. House No. D-189, A-1-A, Haroonabad, Karachi West.
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 UNJUSTIFIED WATER BILLS OF EXORBITANT AMOUNT AND FAILURE TO PROVIDE NEW WATER CONNECTION TO THE COMPLAINANT.

COMPLAINT

Mr. Muhammad Tariq Vohra filed an online complaint dated 14.05.2024 wherein he stated that he approached the KW&SC for sanction of a new water connection which was refused by the agency. The KW&SC has issued a water bill amounting to Rs. 6.0 million for a joint plot admeasuring 11000 sq yards without justification. He approached the KW&SC for sanction of a new water connection but the agency has pressurized him to pay the water bills of combined plot before applying for new water connection. 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, other relevant documents and by condoning the delay.

3. This office issued a notice dated 27.06.2024 to the Managing Director, KW&SC, Karachi for report. In response, the Deputy Director (Rev), SITE Town, KW&SC informed vide letter dated 22.07.2024 that the complainant is owner of plot Nos: D-189, A-1D and D-139-A-1 and consumer No: F-0460005000 B of an industrial and commercial property, admeasuring 11000 sq yards. The water bill, amounting to Rs. 6,466,893/- has been issued on the basis of "Flat Rate" policy adopted by the KW & SC w.e.f 01-07-2021. He enclosed the complete break-up of water bills for the period from June-1991 to May-2024.

4. The report of the agency was sent to the complainant for rejoinder vide letter dated 09.08.2024, who in response informed vide letter dated 21.08.2025 that he has applied for a new water connection for his plot in February-2021. He, further informed that the plot No: D-189-1-D and D-139-A-1, admeasuring 11000 sq yards was owned by Muhammad Ashraf Tariq and this joint plot was legally bifurcated on 12.02.2008. He submitted that he has become owner of plot No-D-189, A-1, measuring 5000 sq yards which is an open plot and no water connection has been provided by the agency. He requested for withdrawal of water bills which are due against the consumer No: F-046 0005 0008 as he is not legally bound to pay the water bills of said connection.

5. The rejoinder of the complainant was sent to the Deputy Director,(Revenue) SITE Town, KW&SC for comments, who in response informed vide letter dated 12.09.2024 that the present size of the plot is 11000 sq yards as per their record. The complainant should be advised to approach the Executive Engineer (Water) SITE Town, KW & SC along-with title of ownership and bifurcation of 5000 sq yards plot, then his case will be considered subject to payment of accumulated amount of water bills of joint plot.

6. The case was heard on 20.04.2025, attended by the complainant and focal person of KW& SC. The case was discussed on the plea of the complainant as well reports of the agency submitted vide letters dated 22.07.2024 and 12.09.2024. The complainant and agency have submitted different versions.

7. The Deputy Director (Revenue) vide his subsequent report informed vide letter dated 02.07.2025 that the 1st bill of joint owned plot was issued in June-1991 on the basis of connection provided to the Consumer No: F-046 0005 000 B and billing status was category-B for the area of 11000 sq yards and water bills have been paid up-to to 1997.

FINDINGS

8. The investigation of the case did not establish maladministration against the agency on following grounds:

(a) (i) The KW&SC has issued water bills of combined plot, measuring 11000 sq yards against Consumer No. F-04 0005 000 B which is legally entitled for payment of water bill of said plots.

(ii) The KW&SC can consider the request of the complainant for a new water connection in favour of the complainant for future subject to submission of valid documents/ title of ownership after payment of outstanding arrears of water bills against water Consumer No: F-46 000 5000 B.

DECISION

9. In view of the above, and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province of Sindh Act 1991 (amended upto date) the complaint is disposed of as rejected.

Given under my hand and seal of the office



Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 13th October, 2025