



DECISION

Complaint No. : POS/3537/2023/30/G

Name and address of the complainant : Dr. Glenis D' Souza,
Administrator, Holy Family Hospital,
Afridi (S.J) Shaheed Road, P.O Box 7378, Karachi.

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

Name & Designation of Investigating Officer : Brig. Muhammad Jamil (Retd)
Consultant-G

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

Subject : **ALLEGED INACTION AND NON-RESPONSE BY KW&SC TO THE REPRESENTATION MADE BY COMPLAINANT FOR RECTIFICATION OF WRONG WATER BILLING.**

COMPLAINT

Dr. Glenis D'Souza, Administrator, Holy Family Hospital, filed a complaint on 10.05.2023 and alleged inaction and non-response by KW&SC to the representation made by her for rectification of wrong water billing. She, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 22.05.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of copy of CNIC, an Affidavit on Form "A" and by condoning the delay. Thereafter, the matter was referred to the Managing Director / CEO, KW&SC vide this office letter dated: 30.05.2023 for report. The complainant was also advised to submit copy of CNIC and Affidavit on Form "A", which she submitted later-on.
3. The Administrator, Holy Family Hospital (HFH) vide letter dated: 16.01.2023 addressed to Managing Director, KW&SC claimed that the hospital was established in 1948 on plot No. 36 (6.61 Acres). However due to tax requirement, Cantt Board Karachi had split the plot into two plots 36/36A. The KW&SC also started billing them against two plots. In Feb 2022 KW&SC had sent huge bills which were objected by the hospital administrator but no response was given by KW&SC but despite that in June, 2022 a total bill amounting to Rs.8,477,470/- including the arrears of Rs.8,148,350/- was received.
4. On Examination of the case by the Investigating Officer it was established that increased tariff on water has raised the primary issue and stance of the KW&SC of sending two bills was correct. The Hospital management also consented to pay two bills amounting to Rs.800,000/- vide their letter No. HFH/ADM/31/2024 dated 25.01.2024 but requested to waive off arrears amounting to Rs.15 million against the hospital.

5.

The Investigation Officer along-with KW&SC team visited HFH on 15.10.2024 and assessed the utilization of water by the hospital. The agency was directed to generate water bills of the hospital as per the Sindh Government Gazzette Notification on water tariff dated 03.02.2022 and 26.07.2022. Later-on, the complainant vide letter dated: 16.12.2024 informed that the Holy Family Hospital administrator will avail the rebate policy announced by KW&SC on 31st October 2024 for payment of outstanding bills and agreed to initiate payments of outstanding bills in installments over 6 months. She further stated that as a consequence of mutual agreements with KW&SC mediated by this Institution, the payment plan has been finalized.

FINDINGS

6.

Due to intervention of this Institution, the issue of payment of water charges has been settled between the Holy Family Hospital (HFH) and KW&SC as confirmed by the Administrator, HFH vide letter dated: 16.12.2024.

DECISION

7.

In view of the above, the complaint stands amicably resolved and disposed of accordingly.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, the ~~30th~~ January, 2025