



## DECISION

Complaint No.

: POS/4012/2025/KR

Name and address  
of the complainant

: Mr. Abdul Nasir,  
R/o. House No. D-27, Awami Colony,  
Mill Area, 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

**COMPLAINT AGAINST ISSUANCE OF BILL OF  
RS.1960/- INSTEAD OF RS.1560/- FOR WATER  
TANKER BY FUTURE HYDRANT, LANDHI.**

### COMPLAINT

Mr. Abdul Nisar filed a complaint on 01.07.2025 stating that he had booked a water tanker for his house, which is approximately 07 kilometers away from Future Hydrant, Landhi, for which the fixed charge is Rs.1560/- but he was charged Rs.1960/- instead.

### PROCEEDINGS

2. The matter was referred to KW&SC for report. The Incharge Engineer, Future Hydrant, KW&SC, vide his letter dated 05.08.2025, reported that the complainant had misrepresented the facts as his residence is actually located in Awami Colony, falling in UC-9, whereas he booked the tanker by falsely mentioning his residence in UC-6. The notified rates for UC-9 (Awami Colony) are Rs.1963/-, while for UC-6 the rate is Rs.1560/-.
3. The report of the Agency was forwarded to the complainant for his rejoinder, but he did not respond despite reminders.

### FINDINGS

4. It is established that the complainant was charged as per the officially notified rate applicable to UC-9, Awami Colony, where his residence is situated. The allegation of overcharging is therefore not substantiated. The discrepancy arose due to the complainant's own misrepresentation at the time of booking.

### DECISION

5. In view of the above, the complaint stands disposed of as rejected.

*Given under my hand and seal of office.*



*Sd/-*  
**(Muhammad Sohail Rajput)**  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated: 02 October, 2025