



DECISION

Complaint No: POS/1748/KHE/61/2021

Name and Address of the Complainant: Ms. Saima Waheed & Sadia Waheed, A-501, Block-07, Gulistan-e-Johar, Karachi

Name of the Agency Complained against : KW&SC

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East).

Subject : **DELAY IN RESOLVING ISSUE OF WRONG WATER BILLING.**

THE COMPLAINT:

The complainants, Ms. Saadia Waheed and Ms. Saima Waheed, residents of A-501, Block-07, Gulistan-e-Johar, Karachi, approached this office regarding the unjust water billing of their house. They claimed that their premises were provided with water connection in September 2018 and have been occupied by them since then. However, KW&SC is issuing water bill with arrears of the last ten years. They asserted that the billing is based on incorrect classification and demanded rectification. Complainants alleged that upon failure in getting their problem resolved they solicited intervention of this office in the matter.

PROCEEDINGS:

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency.
3. The Deputy Director (Taxes) of KW&SC vide letter dated 28.10.2021 informed that the property got included for billing as a result of survey of unassessed properties in 2004. The Deputy Director Taxes acknowledged that complaint of excess billing has been received in 2020 and the department was working on it. He confirmed that the rectification committee authorized to carry out rectification in such cases had not been functional since 2015. The complainants in their rejoinder reiterated their stance on unfair billing. On 22.02.2022, a hearing was held wherein KW&SC officials and the complainant Ms. Saima Waheed appeared. The agency representative submitted that the property had already been issued current water bills and that the matter concerning arrears would be placed before the rectification committee once reconstituted/restored.

Contd.....

FINDINGS:

4. It was found that although KW&SC had placed the property in its tax net in 2004, however no house was constructed nor any connection sanctioned till 2018 when actual occupation of house by complainants took place. The Agency has acknowledged incorrect/excess billing and intend to correct it but, the same was delayed due to the absence of a functional rectification committee since 2015. However, KW&SC assured that the arrears issue will be placed before the committee once formed, and presently current billing has been appropriately adjusted. The complainant expressed satisfaction with this resolution during the hearing.

DECISION:

5. In view of the agency's assurance and the complainant's satisfaction recorded during the hearing dated 22.02.2022, the matter stands resolved / redressed.

Given under my hand and seal of the office



Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 29-08-2025