



DECISION

Complaint No. : POS/722/2021/KM/KW

Name and address of the complainant : Hafiz Waqas Ahmed, Madina Colony, near Lasi Para Ground, Baldia Town No. 05, Karachi.

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

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 ISSUANCE OF WATER BILLS ON COMMERCIAL TARIFF INSTEAD OF RESIDENTIAL TARIFF TO THE COMPLAINANT.**

COMPLAINT

Hafiz Waqas Ahmed filed a complaint dated 10.02.2021 wherein he stated that the KW&SC has been issuing water bills on commercial tariff for his residence since long. He resides at a 46 yards residential house. He has sent applications to the agency and visited the office of billing branch of KW&SC many times but his problem has not been resolved. Aggrieved by that, he solicited the 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 the mandatory affidavit on Form-A and other relevant documents and by condoning delay.
3. This office issued a notice to the Director Taxes, KW&SC for report vide letter dated: 08.03.2021, followed by reminders. The Deputy Director Taxes, KW&SC informed vide letter dated. 20.03.2024 that the complainant, Hafiz Waqas Ahmed (Consumer Number: 1003040600) had approached him on 25.10.2023 for correction of water bills for the period from 1991 to 2023 but this was beyond his authority. However, the complainant vide his written statement dated 26.04.2024 informed that the agency has admitted his grievance and corrected for residential tariff from December-2022 but his grievance is for correction of tariff since 1991.
4. The matter was taken up with Deputy Managing Director, Revenue Resource Generation (RRG) KW&SC for report vide letter dated 29.04.2024, followed by reminders. Finally, the summons were issued for attendance and hearing the case. The Deputy Director, Taxes, KW&SC informed vide letter dated 07.11.2024 that the commercial tariff of 03 shops has been deleted, extra billed amount has been deducted from the gross bill and revised corrected bill of residential tariff has been issued to the complainant. He enclosed the copy of revised corrected bill as an evidence.

5. The report of the agency was sent to the complainant for rejoinder vide letter dated 08.11.2024, who in response appeared before Investigation Officer, Keamari on 23.12.2024 and filed a written statement that his problem has been resolved. He extended thanks to this Institution on redressal of his long standing grievance.

FINDINGS

6. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

DECISION

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

Given under my hand and seal of the office

Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated; 4th February, 2025

