



## DECISION

Complaint No. : POS/3590/2023/32/G

Name and address of the complainant : Mr. Muhammad Aslam,  
R/o. Plot No. R-11, Sector 31-B,  
Korangi Industrial Area, 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 ISSUANCE OF WATER BILLS IN THE  
ABSENCE OF WATER CONNECTION FOR PLOT  
NO. R-11, SECTOR 31-B, KORANGI INDUSTRIAL  
AREA, KARACHI.**

### COMPLAINT

Mr. Muhammad Aslam, filed a complaint on 15.05.2023 and stated that he has water sanction (Consumer # KOR-0001329) for his Ice Factory but no connection has been provided by KW&SC, hence, billing is illegal which must be stopped. He, therefore, solicited our intervention to resolve the problem.

### PROCEEDINGS

2. The complaint was admitted on 25.05.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) by condoning the delay and subject to submission of original signed complaint, copy of CNIC and an Affidavit on Form "A" which were furnished by him later-on. Thereafter, the matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 01.06.2023 for report.
3. The Deputy Director Taxes (Rev), KW&SC informed on 29.08.2023 that the consumer water connection is sanctioned but not executed so far, however, billing is the domain of Meter Consumer Cell. Later-on, the Superintending Engineer Meter Consumer Cell, KW&SC reported on 02.10.2023 that the agency has stopped the billing of the complainant from the month of August 2023.
4. The complainant confirmed stoppages of bills but objected on arrears which were still reflected in the bill. The agency was directed to waive off arrears of previous water bills as per legal procedure. After constant follow up, SE Meter Consumer Cell confirmed through report dated: 24.12.2024 that current consumption will remain zero, however, arrears can only be waived off by Rectification Committee. The complainant also submitted letter of thanks and requested to close the case.



**FINDINGS**

5. The complainant had taken legal water sanction in March 2021. However, no connection was provided but KW&SC was billing the complainant. On intervention of this Institution, the billing to the complainant has been stopped since August, 2023.

**DECISION**

6. In view of the above, 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 upto date), ***I hereby direct the Managing Director / Chief Executive Officer, KW&SC to waive off wrongly booked arrears of Rs.515,463/- through Rectification Committee as per standing procedure.***

*Given under my hand and seal of office.*

**Sd /-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 10<sup>th</sup> February, 2025

