



## **DECISION**

Complaint No. : POS/940/KE-52/24

Name and Address of the Complainant : Mr. Ibrahim Lakhia, R/o. House No. C-221, Block-6, Gulshan-e-Iqbal, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation

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

Subject :- **COMPLAINT REGARDING ALLEGED ILLEGAL CHARGING OF WATER BILL WITH WRONG RATES IN RESPECT OF UPPER FLOOR OF HOUSE OF THE COMPLAINANT.**

### **THE COMPLAINT**

Mr. Ibrahim Lakhia in his complaint dated 13.02.2024 stated that his house consists of two floors. He stated that as per his information water charges for each floor are different and charges for the upper floor are half of the ground floor, as per schedule of rate of KW&SC dated 08.10.1983. His upper floor, he stated, is also vacant, since its construction in 1980. He thus considered himself entitled for exemption of fifty percent charges. He stated that despite his request the KW&SC were billing him excessively. He therefore, solicited intervention of this office for redressal of his grievance.

### **PROCEEDINGS**

2. After admission of complaint 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. In response the Deputy Director, Taxes, Gulshan-e-Iqbal Division, KW&SC vide letter dated 03.06.2024 informed that the KW&SC tariff and rates were modified w.e.f February, 2022 and duly notified by the Sindh Government in official Gazette, wherein it is clearly mentioned that additional storey will be charged 100% of Ground Floor. The rates, report clarified, are fixed according to size of plot and there is no provision under the KW&SC policy, not to charge vacant or closed property.

3. The complainant in his rejoinder dated 27.09.2024 however, expressed his discontentment regarding policy of charging 100% for additional storey as unjust, arbitrary and unfair considering upper floor(s) usually have lesser covered area as compare with ground floor.

### **FINDING**

4. The Agency has charged water tax from the complainant as per approved tariff and rates notified on 03.02.2022 in the Sindh Government Gazette. Thus, no case of mal-administration has been established on part of the Agency.

### **CONCLUSION**

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

*Given under my hand and seal of the office*



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

Karachi, dated 20-06-2025