

DECISION

POS/9426/2023/127/KHS Complaint No.

Mr. Muhammad Anwar, House No. H.T-23, Street Name and address

No. 02, Hill Town, Manzoor Colony, Karachi. of the complainant

Name of the Agency

Karachi Water & Sewerage Corporation Complained against

Name & Designation of

Syed Magsood Haider, **Investigating Officer** Regional Director (South)

Vetted by Mr. Asad Ali Khan,

Director General-I Subject

COMPLAINT AGAINST EXCESSIVE WATER

BILL AND UNAFFORDABLE INSTALLMENT

AMOUNT OF RS. 21,000 PER MONTH

COMPLAINT

Mr. Muhammad Anwar filed a complaint dated 27-11-2023, alleging that the Karachi Water & Sewerage Corporation (KW&SC) issued him an excessive water bill of Rs. 109,131/-. Despite his request for a more reasonable payment plan, the KW&SC insisted on a monthly installment of Rs. 21,000/-. He sought the intervention of the Provincial Ombudsman Sindh to direct the agency to reduce the installment amount to an affordable level.

PROCEEDINGS

The complaint was proposed to be admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), by condoning the delay, subject to the submission of the mandatory affidavit on Form "A." Despite multiple notices dated 16-01-2024, 16-04-2024, 05-08-2024, and 14-10-2024 sent to his given address, the complainant remained non-responsive. However, when contacted on his available cell number, he stated that he was no longer interested in pursuing the complaint.

DECISION

In view of the above, since the complainant has failed to submit the mandatory documents and has expressly shown a lack of interest in pursuing the complaint further, I, in the exercise of the 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), hereby drop the proceedings on this complaint on account of non-prosecution and consign it to record.

Given under my hand and seal of this office.



Sd /-(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS Ombudsman Sindh

Karachi, dated 30% January, 2025