DECISION

Complaint No.	:	POS/3539/2024/30/G
Name and address of the complainant	:	Mr. Habibullah, R/o Plot No.F-75, P&T Colony, Gizri Road Clifton, 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 NON-DELIVERY OF WATER BOOKED BY THE COMPLAINANT THROUGH ONLINE TANKER SERVICE OF KW&SC.**

COMPLAINT

Mr. Habibullah, filed an online complaint received on 25.07.2024 through Wafaqi Mohtasib regarding non-delivery of water booked by him through online tanker service of KW&SC. He, therefore, sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted on 17.08.2024 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of original signed complaint, copy of CNIC, an Affidavit on Form "A" and by condoning the delay. The complainant was asked to furnish required documents vide this office letter dated: 30.08.2024, which were submitted by him later-on. Simultaneously, the matter was also referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 30.08.2024 for report.

3. After constant follow up, the Hydrant Incharge, Sherpao vide letter dated: 12.11.2024 informed that the complaint filed by consumer, Mr. Habibullah, R/o. Plot No. F-75, P&T Colony, Gizri, Clifton regarding non-delivery of water booked by him through Online Tanker Service has been resolved which was also confirmed by the complainant.

FINDINGS

4. Due to intervention of this Institution, the complainant's problem has been resolved as confirmed by him. Hence, no further action is required.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.

- Sd \-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated; 09-12-2024