



## **DECISION**

Complaint No. : POS/3979/KE/313/2024

Name and Address of the Complainant : Mr. Kashif, House No. A-134, Central Govt. Housing Society, Gulshan, Block-10, Karachi.

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

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

Subject :- **COMPLAINT AGAINST KW&SC FOR NON-SUPPLY OF WATER THROUGH TANKER SERVICE.**

### **THE COMPLAINT**

Mr. Kashif in his *online* complaint dated 25.08.2024 stated that water tanker suppliers and staff of KW&SC hydrants were causing mental torture to him by continuously avoiding to attend his complaint made on 23.08.2024. Instead they seem to be selling water to those who paid huge amount to them. He requested to take action against water tanker suppliers, to resolve this basic necessary issue of poor people.

### **PROCEEDINGS**

2. The complaint was admitted *conditionally* 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 mandatory affidavit on Form "A", original complaint duly signed and copy of CNIC. Accordingly the complainant was advised to complete formalities.

3. In response the complainant appeared before the Investigating Officer on 08.10.2024 and filed written request that his matter has been resolved, as the KW&SC has supplied the water tanker to him.

### **CONCLUSION**

4. In view of the above, the complaint stands disposed of as withdrawn.

*Given under my hand and seal of the office*



*Sd/-*

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

Karachi, dated 05<sup>th</sup> Nov, 2024