



## **DECISION**

Complaint No. : POS/3424/KE/247/2024

Name and Address of the Complainant : Syed Faisal Hussain, R/o House No. A-38/D, Sadat-e-Amroha Co-operative Housing Society, Scheme-33, 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 REGARDING ALLEGED ARBITRARY CANCELLATION OF COMPLAINANT'S REQUEST FOR SUPPLY OF WATER TANKER BOOKED ONLINE.**

### **THE COMPLAINT**

Syed Faisal Hussain, in his online complaint dated 30.07.2024 stated that he had applied for supply of water tanker on 26.05.2024. However, after a week, the Karachi Water and Sewerage Corporation cancelled his request without assigning any reason. Then he again applied on 26.06.2024, but his request was closed without delivering water tanker despite his continuous follow-up with the officials posted at Saffora Hydrant of KW&SC. He, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. The complaint was *conditionally* admitted 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. The complainant failed to complete formalities although asked for the same.

3. However, the complainant vide letter dated 18.11.2024 intimated that his problem has been effectively resolved. He extended gratitude to this institution, for considering his online complaint, and expressed hope that the Ombudsman's office would continue to uphold fairness and responsiveness in addressing public concerns.

### **CONCLUSION**

4. In view of the above, the complaint is disposed of as withdrawn.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 09-12-2024