



## **DECISION**

Complaint No. : POS/3920/KE/306/2024

Name and Address of the Complainant : Mr. Ghous (muhammad\_ghous@ymail.com)

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 AGAINST OFFICIALS OF NIPA  
HYDRANT OF KARACHI WATER & SEWERAGE  
CORPORATION (KW&SC) FOR NON-PROVISION  
OF WATER TANKER TO THE COMPLAINANT AND  
THEIR MISBEHAVIOR.**

### **THE COMPLAINT**

Mr. Ghous in his *online* complaint dated 24.08.2024 stated that staff of NIPA hydrant is not providing water tanker to him despite his continuous visits for last five days. Their behavior was offensive & causing mental torture to him. He further stated that they were selling water tankers on commercial rates instead of rates fixed by the government. He requested to take action against staff of NIPA hydrant.

### **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.
3. However, when the complainant was contacted on telephone on 25.09.2024 to advise him to complete mandatory formalities with respect to his complaint, he informed that his problem has been resolved and requested to close the complaint.

### **CONCLUSION**

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 In view of the above, the complaint stands disposed of as withdrawn.

*Given under my hand and seal of the office*



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

Karachi, dated 19<sup>th</sup> November, 2024