



## **DECISION**

Complaint No. : POS/325/HYD/2024

Name and address of the complainant : Mr. Talat Ghani Khan,  
R/o H.No.E/28, 1<sup>st</sup> street, Pacca  
Fort, Hyderabad.

Name of the Agency Complained against : Hyderabad Water & Sewerage Corporation

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST THE AGENCY ALLEGING  
ISSUING WATER BILL OF WRONG CATEGORY TO THE  
COMPLAINANT

### **Complaint**

Mr. Talat Ghani Khan filed a complaint dated 27.05.2024 wherein he stated that he resides at a house, admeasuring 150 sq. yards but the WASA authority was issuing water bill of 300 sq. yards i.e. category-E. He solicited intervention of this Institution for issuing water bill of category-C as per his plot size.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice dated 28.06.2024 to the Managing Director, WASA Hyderabad for report. In response, the Director, Finance & Commercial, Hyderabad Water & Sewerage Corporation informed vide letter dated 11.09.2024 that the grievance of the complainant has been resolved by changing the category of consumer I.D No05-05-00378-D on the basis of size of the plot and the same has been updated in the data base.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 06.01.2025 who confirmed the redressal of his grievance vide his written statement dated 26.03.2025.

### **Findings**

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

### **Decision**

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands disposed of as redressed.
7. This also disposes of another complaint No.POS/9280/2023/Hyd/564 of same grievance filed by the same complainant against the same agency.

*Given under my hand and seal of the office*



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
**Sitara-e-Imtiaz, PAS**  
**Ombudsman Sindh**

Karachi dated 30<sup>th</sup> June, 2025