



## DECISION

Complaint No. : POS/4024/2024/HYD/592

Name and address of the complainant : Mr. George Vilson  
R/o H.No: -160, Bungalows Gulistan-e-Sajjad, 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 NON-SUPPLY OF POTABLE WATER AT MOHALLAH GULISTAN-E-SAJJAD, HYDERABAD

### Complaint

Mr. Geroge Vilson filed an online complaint dated 27.08.2024 wherein he alleged non-supply of potable water in the area of Gulistan-e-Sajjad, Hyderabad due to old damaged pipelines. He, further complained that water is not being supplied due to chocking of the water supply lines or any other reason. He is paying WASA service charges/water bills regularly. Aggrieved by that, he solicited intervention of this Institution.

### Proceedings

- The case 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) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay
- This office issued a notice dated 22.11.2024 to the Managing Director, HW&SC Hyderabad and Executive Engineer, Qasimabad Water Supply (M) Division for report, followed by a reminder dated 05.12.2024 who in reply vide report dated 11.12.2024 informed that matter has been resolved and complainant is getting potable water through pipelines.
- The copy of agency's report was sent to the complainant for rejoinder vide letter dated 02.01.2025 who vide written statement dated 10.01.2025 confirmed that owing to the efforts made by this Institution, his grievance has been redressed. He expressed gratitude to this Institution and requested to close the case.

### Findings

- On the intervention of this Institution, grievance of the complainant has been redressed by the Agency.

### Decision

- 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 is disposed of as redressed.

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> April, 2025