



DECISION

Complaint No.	:	POS/3880/2022/HYD/284
Name and address of the complainant	:	Mr. Muhammad Iqbal Chohan s/o Muhammad Bashir R/o H.No: 1683, Hakim Habibullah Khan Road, Tower Market, Hyderabad.
Name of the Agency Complained against	:	Managing Director, Hyderabad Water & Sewerage Corporation.
Name & Designation of Investigating Officer	:	Abdul Wahab Memon, Consultant / Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST M.D. WASA HYDERABAD ALLEGING NON-SUPPLY OF DRINKING WATER TO THE AREA OF MARKET TOWER, HYDERABAD

Complaint

Mr. Muhammad Iqbal Chohan filed a complaint dated 19.10.2022 wherein he alleged non-supply of drinking water poor municipal services in the area spreading from A-One Chowk to Market Tower Hyderabad. He sent many complaints to concerned authorities but all in vain. Aggrieved by that, he solicited intervention of this Institution.

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) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This Office issued notice dated 05.09.2022 to the Managing Director, WASA H.D.A Hyderabad, Municipal Commissioner, HMC Hyderabad and the Executive Engineer, City Water Supply (M) Division Hyderabad for report, followed by hearing notices. The Director, Sanitation HMC Hyderabad informed vide letter dated 24.10.2022 that the complainant has raised many issues. He clarified that sanitation in the area is good and services are being provided on daily basis. The Assistant Executive Engineer, Hirabad W/S (M) Sub-Division, Hyderabad vide report dated 10.10.2022 informed that quality of their service has improved and the complainant is provided normal water supply.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 15.11.2022 and the case was heard on various dates. Finally, the Executive Engineer, City W/S (M) Division HW&SC Hyderabad informed vide letter dated 12.08.2024 that problem has been resolved by laying PPR 3/4" dia pipeline from Tower Market road to the house of the complainant through which he is provided piped drinking water.

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5. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 23.10.2024 and filed a written statement that his grievance has been redressed and requested to close further proceedings on his complaint.

Findings

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

Decision

7. 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 27th November, 2024

