



DECISION

Complaint No.	:	POS/762/HYD/2024
Name and address of the complainant	:	Mr. Islamuddin S/o Abdul Salam R/o H.No.717, Muhalla Old Meat Market, Faqir Ka Pir, Hyderabad.
Name of the Agency Complained against	:	Hyderabad Water & Sewerage Corporation (Former WASA)
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT REGARDING ISSUING WRONG WATER BILL TO THE COMPLAINANT FOR SHOP NO 305 FAQIR KA PIR, HYDERABAD

Complaint

Mr. Islamuddin filed a complaint dated 03.05.2024 wherein he stated that HW&SC has issued a wrong water bill, amounting to Rs.2,415,726/- against his shop with wrong name of Mr. Shahzad. He, further stated that he is owner of shop No.01, C, S.No.305 admeasuring 12-06 sq. yards at Ward "E" situated at Faqeer ka Pir, Hyderabad which he had purchased through sale deed on 10.06.2021. He is running a grocery store at his shop without any water connection. He approached the agency to withdraw the water bill issued in the name of Mr. Shahzad but to no avail. Being aggrieved, 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 documents and by condoning the delay.

3. This office issued a notice dated 05.06.2024 to the Managing Director, WASA, Hyderabad and Director, Finance & Commercial, WASA, Hyderabad for report, followed by reminders. In response, the Director, Finance & Commercial, WASA, Hyderabad informed vide letter dated 31.12.2024 that an illegal water connection was identified during the year 2017-18 on Survey No.E/305, Dodh Wali Gali, Faqir Ka Pir, Hyderabad, where a water filter plant was found to be operated on commercial basis. Based on this finding, WASA issued water bills on the address of said shop. The consumer may be advised to visit the office for reconciliation of water bills.

4. The copy of the agency's report was sent to the complainant for rejoinder vide this office letter dated 10.02.2025, who in response informed vide letter dated 20.05.2025 that his matter has been resolved by WASA authorities. He extended thanks to this Institution on redressal of his grievance.

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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 redressed and disposed of accordingly.

Given under my hand and seal of the office

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

Karachi dated 13th October, 2025

