



## **DECISION**

**Complaint No.** : POS/4299/2022/HYD/292

**Name and address of the complainant** : Mr. Mushtaque Ahmed Social Worker  
R/o H.No: A/48, Zafar Housing Scheme, near Taj Petrol Pump, Hala Road, Hyderabad.

**Name of the Agency Complained against** : Managing Director, Hyderabad Water & Sewerage Corporation (HW&SC)

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Regional Director, Regional Office, Hyderabad.

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

**Subject** : COMPLAINT AGAINST WATER & SEWERAGE CORPORATION ALLEGING FAILURE TO SUPPLY DRINKING WATER TO THE RESIDENTS OF ZAFAR HOUSING PROJECT

### **Complaint**

Mr. Mushtaque Ahmed filed a complaint dated 01.08.2022 wherein he stated that water supply scheme for Zafar Housing Scheme has been approved since 2010 and regular water bills are issued to the residents of the society for payment but drinking water is not being supplied despite repeated requests to the agency. 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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 16.09.2022 to the Managing Director, HW&SC Hyderabad, Director Finance & Commercial and Executive Engineer, Qasimabad Water Supply (M) Division WASA Hyderabad for report, followed by reminders and hearings. The Project Director Housing Project-II H.D.A informed vide letter dated 07.11.2022 that the main water supply line was laid by the H.D.A. against the external development charges received from housing society. There is low pressure of water supply due to illegal connections by hotel owners and trucks workshops from water supply line near Hala Naka.
4. The case was heard on various dates. The complainant requested that the illegal connections should be removed by the HW&SC and he requested for site visit by the Investigating Officer Hyderabad. The Investigating Officer Hyderabad visited the site on 27.09.2024 in the presence of the complainant, builder of Zafar Housing and the agency officials. The agency suggested for installation of motor pump at Hal Naka pumping station in order to get normal water supply at Zafar Housing Society.



5. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 24.10.2024 and confirmed that the matter has been resolved by the HW&SC but due to low pressure, adequate drinking water is not being supplied to the society. He requested to install a Booster at site.

### **Findings**

6 The complaint was genuine and the agency has laid a water supply line upto the Zafar Housing Society but the water in adequate quantity does not reach the end point due to low pressure.

### **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), I hereby direct the Managing Director, HW&SC Hyderabad to ensure adequate supply of water to the residents of the Zafar Housing Society in coordination with the builder of the said scheme. The compliance report should be submitted within 60 days.

**Given under my hand and seal of the office**

**Sd/-**

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

**Karachi, dated 26<sup>th</sup> December, 2024**

