



DECISION

Complaint No. : POS/3842/2023/HYD/257

Name and address of the complainant : Mr. Muhammad Mukhtar
R/o Plot No: 07, CS No: 20/E, Near Anjuman-e-Arain
School, Makran Graveyard, Tando Mir Ghulam Hussain,
Unit No: 09, Latifabad, Hyderabad.

Name of the Agency Complained against : 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 HYDERABAD WATER & SEWERAGE CORPORATION ALLEGING FAILURE TO REMOVE THE STAGNANT SEWERAGE WATER FROM STREETS.

Complaint

Mr. Muhammad Mukhtar filed an online complaint dated 18.05.2023 wherein he stated that Hyderabad Water & Sewerage Corporation has failed to remove the stagnant pools of sewerage water which has become breeding place for flies and mosquitoes in the area of the complainant. He sent many complaints to the XEN WASA 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 16.06.2023 to the Executive Engineer, Latifabad Sewerage (M) Division Hyderabad for report, who in response informed vide letter dated 08.12.2023 that the problems of sewerage water in the area of the complainant has been resolved. The agency's report was sent to the complainant for rejoinder vide letter dated 06.02.2024 but he was not satisfied on the report of the agency vide his rejoinder dated 21.02.2024.
4. The Investigating Officer Hyderabad visited the site on 28.02.2024 in the presence of complainant, mohalla residents and Executive Engineer Latifabad Sewerage Division who informed that the desilting of sewerage drains has been completed through machines. During site visit, no sewerage water was found at the site. The complainant and area residents were satisfied that their grievance has been resolved. He enclosed the photographs of site visit as an evidence.

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Findings

5. On the intervention of this Institution, the grievance of 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 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 13th January, 2025

