



## **DECISION**

**Complaint No.** : POS/435/2024/HYD/201

**Name and address of the complainant** : Mr. Saud Ahmed,  
R/o Plot No.A-10/11, Flat No.01, First Floor, Star Arcade,  
Dehli Colony, Karachi

**Name of the Agency Complained against** : Hyderabad Water & Sewerage Corporation, Hyderabad.

**Name & Designation of Investigating Officer** : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

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

**Subject** : COMPLAINT AGAINST HYDERABAD WATER & SEWERAGE CORPORATION ALLEGING ISSUANCE OF EXCESSIVE WATER BILLS TO THE COMPLAINANT

### **Complaint**

Mr. Saud Ahmed filed an online complaint dated 04.01.2024 wherein he alleged excessive WASA bills every month despite regular payment of bills. 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 documents and by condoning the delay.
3. This office issued a notice dated 06.12.2024 to the Director, Finance & Commercial, HW&SC, Hyderabad for report, who in reply informed vide letter dated 23.12.2024 that the matter regarding excessive water bills of the complainant has been resolved.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 30.12.2024, who in response confirmed the redressal of his grievance vide letter dated 17.03.2025. He extended thanks to this Institution on redressal of his grievance.

### **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 disposed of as redressed.
7. This also disposes of another complaint No.POS/1328/2024/HYD/130 filed by Mr. Fahad Ahmed on the same issue against the same agency on the same subject matter.

*Given under my hand and seal of the office*



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

Karachi dated 5<sup>th</sup> June, 2025