



DECISION

Complaint No. : POS/5540/2023/HYD/337

Name and address of the complainant : Mr. Muhammad Shoaib Ansari
R/o H.No: 86, Block-E, Unit No: 11, Latifabad,
Hyderabad.

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

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 NON-COMPLETION OF WATER LINES AT BLOCK-E UNIT # 11, LATIFABAD, HYDERABAD

Complaint

Mr. Muhammad Shoaib Ansari filed an online complaint dated 14.07.2023 wherein he stated that the residents of 04 streets at Block-E, Unit # 11, Latifabad are deprived of the facility of piped drinking water. The agency has laid the water lines but the same have not been connected with main water line of the area. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The case 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 a notice dated 17.08.2023 to the Executive Engineer, Latifabad Water Supply (M) Division WASA, H.D.A Hyderabad for report, followed by reminders. The hearings were also conducted. The XEN Latifabad Water Supply (M) Division, HW&SC Hyderabad informed vide letter dated 10.01.2025 that the construction of water lines has been completed and water is being supplied through pipelines to the area.
4. The complainant vide his written statement dated 06.03.2025 confirmed the redressal of his grievance. He extended thanks to this Institution and requested to close further proceedings on his complaint.

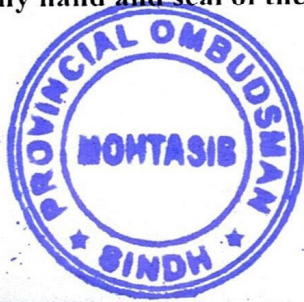
Findings

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 is disposed of as redressed.
7. This also disposes of another complaint bearing No: POS/8169/2023/HYD/499 having same grievance filed by Syed Rashid Ali on the same subject against the same Agency.

Given under my hand and seal of the office



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

Karachi, dated 23rd April, 2025