



DECISION

Complaint No. : POS/5268/2022/HYD/345

Name and address of the complainant : Mr. Abdul Rasheed Shaikh
R/o H.No: 75, Block-D-1, Unit No: 11, Latifabad,
Hyderabad.

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

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

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

Subject : **COMPLAINT AGAINST WASA FOR ALLEGED SUPPLY OF CONTAMINATED WATER TO UNIT-11, LATIFABAD, HYDERABAD**

Complaint

Mr. Abdul Rasheed Shaikh filed a complaint dated 09.09.2022 wherein he stated that the contaminated water is being supplied to Unit No: 11, Street No: 3, Latifabad. He approached the SDO, WASA Latifabad in this regard but to no avail. 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 17.10.2022 to the Managing Director, WASA H.D.A and Executive Engineer, Latifabad Water Supply (M) Division for report. The XEN Latifabad vide letter dated 08.12.2022 informed that he needs funds for laying a new 4' dia water supply line to resolve the problem.
4. The XEN Latifabad HW&SC Hyderabad vide subsequent letter dated 19.07.2024 informed that the problem of the complainant and other residents of the area has been resolved and they are getting potable water regularly.
5. The complainant vide written statement dated 10.09.2024 confirmed the redressal of his grievance. He extended thanks to this Institution and requested to close the case.

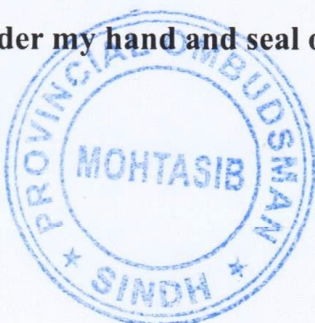
Findings

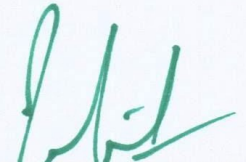
6. The grievance of complainant has been redressed on the intervention of this Institution.

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), the complaint is disposed of as redressed.

Given under my hand and seal of the office




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

Karachi, the

7th Nov.
October, 2024