



DECISION

Complaint No. : POS/1407/2024/HYD/137

Name and address of the complainant : Mr. Kashif Baloch,
R/o H.No.759, Makrani Para, Makki Shah,
Hyderabad.

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

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

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

Subject : **COMPLAINT REGARDING NON-SUPPLY OF POTABLE WATER TO MAKRANI PARA, MAKI SHAH, HYDERABAD**

Complaint

Mr. Kashif Baloch filed a complaint dated 20.02.2024 wherein he stated that the potable water is not being supplied to his area since last 06 years. The inhabitants of the area have approached the agency for supply of potable water but to no avail. Being aggrieved, 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 18.04.2024 to the Managing Director and Executive Engineer, Hyderabad Water & Sanitation Corporation, Hyderabad for report, followed by hearings. The last hearing was held on 12.12.2024, attended by Managing Director, HW&SC & Executive Engineer, City Water Supply (M) Division, HW&SC, Hyderabad who submitted report that the regular supply of water has been restored to the area of the complainant and grievance has been redressed.

4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 08.04.2025. followed by a reminder dated 17.06.2025 which was returned back undelivered. This office contacted the complainant on his given cell No.0310-3035358 but he did not attend the call.

Findings

5. From the foregoing reported facts, it appears that the complaint has been redressed by the agency. The complainant did not pursue his case after redressal of his grievance.

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 27th August, 2025