



## **DECISION**

**Complaint No.** : POS/943/2022/HYD/112

**Name and address of the complainant** : Haji Faiz Muhammad Qureshi  
R/o H.No: 119, Near Al-Qureshi Madressah, Muhammadi Chowk, Preetabad, 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 HYDERABAD WATER & SEWERAGE CORPORATION ALLEGING FAILURE TO CLEAR THE SEWERAGE DRAIN NEAR MUHAMMADI CHOWK, PREETABAD HYDERABAD

### **Complaint**

Haji Faiz Muhammad Qureshi filed a complaint dated 07.02.2022 wherein he stated that the sewerage drain near Muhammadi Chowk is overflowing since last 25 days and the concerned agency is not taking any action to rectify the situation. 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 24.03.2022 to the Managing Director, HW&SC Hyderabad for report. In response, the Assistant Executive Engineer, Preetabad Sewerage (M) Sub-Division, HDA Hyderabad informed vide letter dated 24.05.2022 that due to frequent loadshedding by HESCO the sewerage drain has not been cleared as the smooth flow of sewerage drain depends upon power supply of HESCO.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 29.06.2022, who in response informed vide letter dated 16.11.2022 that he has cleared the sewerage drain at his own by spending Rs.10,000/-. He requested that the agency should be advised for cleaning the sewerage drain on regular basis.

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5. Subsequently, the Executive Engineer, HESCO Affairs/POS WASA HDA Hyderabad informed vide letter dated 24.09.2024 that the sewerage drain is being cleared on regular basis. The complainant also confirmed vide letter dated 22.10.2024 that his grievance has been redressed on the intervention of this Institution.

**Findings**

6. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

**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



**Sd /-**

**(MUHAMMAD SOHAIL RAJPUT)**

*Sitara-e-Imtiaz, PAS*  
**Ombudsman Sindh**

Karachi, dated 10<sup>th</sup> January, 2025