



DECISION

Complaint No. : POS/2069/2025/HYD/251

Name and address of the complainant : Mr. Muhammad Anwer Qureshi,
R/o House No.100, General Public Kohsar,
Latifabad, Hyderabad.,

Name of the Agency Complained against : Chief Executive Officer,
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 REGARDING ACUTE SHORTAGE OF WATER
SINCE LAST TWO (02) MONTHS IN THE AREA OF KOHSAR
LATIFABAD

Complaint

Mr. Muhammad Anwer Qureshi filed an online complaint dated 14.03.2025 stating therein that since last two months, the area people of Kohsar Latifabad, Hyderabad are deprived of the potable water and sanitation services, causing financial burden as they are compelled to purchase water from private tankers at exorbitant rates. He approached the Hyderabad Water & Sewerage Corporation for restoration of water supply but to no avail. Being aggrieved, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation under section 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 18.04.2025 to the Chief Executive Officer, Hyderabad Water & Sewerage Corporation and Executive Engineer, M-Division, HW&SC for report. In response, the Executive Engineer informed vide letter dated 29.04.2025 that the Assistant Executive Engineer, Latifabad Water Supply (M) Sub-Division-I, HW&SC had visited the site and met with the complainant who confirmed that the problem has been resolved.
4. The copy of agency's report was sent to the complainant for rejoinder vide this office letter dated 21.05.2025, followed by a reminder dated 15.08.2025. The complainant was contacted on his cell phone wherein he confirmed the redressal of his grievances and furnished his response through WhatsApp.

Findings

5. Based 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.

Given under my hand and seal of the office



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

Karachi dated 17th October, 2025