



DECISION

Complaint No.	:	POS/6253/2022/RH/391
Name and address of the complainant	:	Mr. Noor Muhammad Bhurgari R/o. H.No.C-101, Phase-II, HDA, Housing Scheme, Qasimabad, Ghaffari Masid, Hyderabad.
Name of the Agency Complained against	:	Hyderabad Water & Sewerage Corporation (Defunct WASA)
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST NON-SUPPLY OF WATER TO THE COMPLAINANT DUE TO ALLEGED MAL-PRACTICES OF VALVE MAN NAMELY WASIM PALARI

Complaint

Mr. Noor Muhammad Bhurgari filed a complaint dated 23.09.2022 wherein he stated that an employee of WASA, namely Waseem Palari, valve-man has disconnected water supply line for his area since last 15 days. 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) subject to submission of Affidavit on Form "A", other documents and by condoning the delay.
3. This office issued a notice dated 10.11.2022 to the Managing Director, WASA, HDA and the Executive Engineer, Qasimabad Water Supply (M) Division for report. In reply, the Assistant Executive Engineer, West WWW/S (M) Sub-Division, WASA Hyderabad informed vide letter dated 22.11.2022 that he had visited the complainant's area and resolved the problem regarding shortage of water supply. He endorsed the confirmation statement of the complainant.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 22.12.2022 who appeared before Investigating Officer Hyderabad on 12.03.2025 and filed a written statement wherein he informed that his grievance was redressed in 2022 but again, the piped water is not being supplied as per requirement of the area. The agency should be advised to ensure supply of piped water to the area as per requirement.

Findings

5. On the intervention of this Institution, grievance of the complainant was redressed by the agency in 2022.

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), I, hereby direct the Managing Director, Hyderabad Water & Sewerage Corporation to ensure that the area is being supplied piped water as per sanctioned quantity by the agency.

Given under my hand and seal of the office



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

Karachi dated **31st** July, 2025