



## DECISION

Complaint No. : POS/5426/2023/HYD/336

Name and address of the complainant : Mr. Qais Ali  
R/o H No:7, Block-B, Quaid-e-Azam Colony, Unit No: 10  
Latifabad, Hyderabad.

Name of the Agency Complained against : 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 DESILT THE SEWERAGE DRAIN AND CLEAN  
THE AREA OF THE COMPLAINANT

### Complaint

Mr. Qais Ali filed an online complaint dated 22.06.2023 wherein he stated that the sewerage line was laid 25 years ago in the area of Block-B, Quaid-e-Azam Colony, Unit No:10, Latifabad, Hyderabad. The sewerage system is not working properly as no desilting has been done and as a result sewerage water is stagnant on roads. He approached the EXEN WASA in this regard but no action has been taken to improve the sewerage system. 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 mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 17.08.2023 to the Executive Engineer, Latifabad Sewerage (M) Division Hyderabad for report, who in response submitted report dated 13.11.2023 that there was fault in pumping set which has been repaired and system is working properly now. He, further informed that the area is being cleaned on regular basis and no sewerage water is found on the streets in the mohalla of the complainant
4. The agency's report was sent to the complainant for rejoinder vide letter dated 06.02.2024 but he did not respond. The area was visited by the Regional Director, POS Hyderabad on 28.02.2024 in presence of XEN Sewerage (M) Division Latifabad. The representative of the complainant was also present who expressed satisfaction regarding redressal of grievance.

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**Findings**

5. On the intervention of this Institution, the grievance of 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 13<sup>th</sup> January, 2025**

