



DECISION

Complaint No.	: POS/4601/2021/HYD/182
Name and address of the complainant	: Ms. Syeda Momina Khatoon D/o Syed Nizam Ahmed Rizvi, H.No.90, Block-B, Ayoub Colony, near Moti Majsid, Unit No.11, Liaquatabad, 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 IN THE AREA OF AYOUB COLONY, UNIT-11, LATIFABAD, HYDERABAD

Complaint

Syeda Momina Khatoon filed a complaint dated 03.09.2021 wherein she stated that despite payment of regular water supply bills, the potable water is not being supplied in the area of Ayoub Colony since 2019. She also alleged supply of contaminated water to the subject area. She approached the Hyderabad Water & Sewerage Corporation in this regard but to no avail. Being aggrieved, she 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 documents and by condoning the delay.
3. This office issued a notice dated 04.10.2021 to the Managing Director, WASA, HDA, Hyderabad for report, followed by a reminder. The Assistant Executive Engineer, Latifabad W/S (M) Division-I, HDA Hyderabad informed vide letter dated 14.11.2021 that the work of laying a 16" dia P.E Pipe line is in progress and regular potable water will be supplied to the area after completion of the scheme.
4. The matter remained under lengthy correspondence including various hearings, reports of agency and rejoinder thereto. Finally, the Executive Engineer Latifabad W/S (M) Division, HW&SC Hyderabad informed vide letter dated 10.01.2025 that the complaint has been resolved after laying of branch lines in the streets and connected them 16" dia main line. The regular supply of potable water to the area of Ayoub Colony, Unit No.11, Hyderabad has been restored. He annexed confirmation statement of the complainant as an evidence.
5. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 17.02.2025 who in response vide written statement dated 05.05.2025 confirmed the redressal of her grievance. She extended thanks to this Institution on redressal of her grievance.

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Findings

6. On the intervention of this Institution, grievance of the 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 stands 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

