



## **DECISION**

**Complaint No.** : POS/2010/2023/HYD/156

**Name and address of the complainant** : Mr. Muhammad Shoaib Ansari  
R/o H.No: 86, Block-E, Unit No: 11, Latifabad,  
Hyderabad.

**Name of the Agency Complained against** : Hyderabad Water & Sewerage Corporation (HW&SC).

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

**Vetted by** : **Muhammad Naseer Jamali, Advisor-N**

**Subject** : COMPLAINT AGAINST HYDERABAD WATER &  
SEWERAGE CORPORATION ALLEGING NON-COVERING  
THE MANHOLES IN THE AREA OF UNIT-11, UC-118,  
LATIFABAD, HYDERABAD

### **Complaint**

Mr. Muhammad Shoaib Ansari filed an online complaint dated 04.03.2023 wherein he alleged that the manholes are without covers in the area of Unit No: 11, U.C-118, Latifabad Hyderabad. He approached the area Executive Engineer, HW&SC and Assistant Executive Engineer to cover the open manholes but to no avail. 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 a notice dated 27.04.2023 to the Executive Engineer, Latifabad Sewerage (M) Division WASA, H.D.A Hyderabad for report, who in response informed vide letter dated 10.05.2023 that the manholes are fixed with covers from time to time subject to availability of funds. Finally, the Executive Engineer, Latifabad Sewerage (M) Division, HW&SC Hyderabad informed vide letter dated 29.07.2024 that the manholes in the area have been fixed with covers.
4. The complainant vide written statement dated 10.09.2024 confirmed the redressal of his grievance. He extended thanks to this Institution and requested to close further proceedings on his complaint.

### **Findings**

5. 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 18<sup>th</sup> March, 2025