



DECISION

Complaint No. : POS/339/HYD/2024

Name and address of the complainant : Mr. Muhammad Sajid s/o Muhammad Idrees
R/o H.No: 2175, Iqbal Colony, Unit No: 12, Latifabad
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 AGAINST HYDERABAD WATER & SEWERAGE CORPORATION ALLEGING NON-SUPPLY OF POTABLE WATER TO THE COMPLAINANT

Complaint

Mr. Muhammad Sajid filed a complaint dated 07.06.2024 wherein he has stated that despite payment of regular water bills the potable water is not being supplied at his residential area at Iqbal Colony, Unit No: 12, Latifabad, Hyderabad. He also approached the SDO WASA Latifabad in this regard but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The case 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 01.07.2024 to the Managing Director, HW&SC Hyderabad and Executive Engineer, Latifabad Water Supply (M) Division for report. The Assistant Executive Engineer, Latifabad W/Supply (M) Sub-Division-I, HW&SC Hyderabad informed vide letter dated 26.07.2024 that due to excessive use of water in summer season, it is difficult to pump the potable water to the house of the complainant.
4. Subsequently, the XEN Latifabad W/Supply (M) Division, HW&SC Hyderabad vide letter dated 11.12.2024 informed that the problem of complainant has been resolved and he is getting potable water on regular basis.
5. The complainant vide written statement dated 12.12.2024 confirmed that his matter has been resolved. He, further requested that agency may be directed to ensure supply of potable water in summer season. He expressed his deep gratitude of this Institution for resolution of his problem.

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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 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 30th April, 2025

