



DECISION

Complaint No. : POS/5167/2022/HYD/328

Name and address of the complainant : Mst: Hameeda Bano Afsheen
R/o H.No: 55, Block-D-1, Unit No: 11, Latifabad,
Hyderabad.

Name of the Agency Complained against : Managing Director, Hyderabad Water & Sewerage Corporation.

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 SUPPLY OF CONTAMINATED WATER TO BLOCK-D, UNIT-11, LATIFABAD HYDERABAD**

Complaint

Mst. Hameeda Bano filed an online complaint dated 15.09.2022 wherein she stated that the contaminated water is being supplied since last one year by the agency. She sent many complaints but her grievance has not been resolved. Aggrieved by that, she 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 notice dated 17.10.2022 to the Managing Director, HW&SC Hyderabad and Executive Engineer, Latifabad Water Supply (M) Division WASA, H.D.A Hyderabad for report, followed by reminders.
4. The Executive Engineer, Latifabad Water Supply (M) Division H.D.A Hyderabad informed vide letter dated 20.06.2023 that the complaint has been resolved by laying 6" dia P.E water supply pipe line and piped drinking water is being supplied to the area on alternate days. Furthermore, laying of 12" dia pipeline in the surrounding area has been completed and grievance of the residents of the area has been resolved.
5. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 10.07.2023 who in reply vide letter dated 12.07.2023 reiterated her previous version that the contaminated water is being supplied in the area.

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6 The case was heard on various dates. The Executive Engineer, Latifabad W/Supply (M) Division HW&SC Hyderabad informed vide letter dated 10.01.2025 that matter has been resolved and piped drinking water is being supplied to the area of the complainant.

7 The complainant vide her written statement dated 24.01.2025 informed that her grievance has been redressed and potable drinking water is being supplied to them.

Findings

8. On the intervention of this Institution, grievance of the complainant has been redressed by the Agency.

Decision

9. 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 18th March, 2025

