



DECISION

Complaint No. : POS/3266/2022/HYD/207

Name and address of the complainant : Mr. Shahabuddin Meo s/o Zabar Khan Meo
C/o Mahar Ali, Larkana Chowk, near Alam Town,
Unit No: 11, Latifabad, Hyderabad.

Name of the Agency Complained against : Managing Director, 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-REPAIR OF DAMAGED SEWERAGE LINE AT MAHAR ALI CHOWK, LATIFABAD

Complaint

Mr. Shahabuddin Meo filed a complaint dated 31.05.2022 wherein he stated that the sewerage drain passing near Mahar Ali Chowk has been damaged and sewerage water turns back in the residential area of his mohalla. He approached the Deputy Commissioner Hyderabad and area Executive Engineer, HW&SC 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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 07.07.2022 to the Managing Director, WASA H.D.A Hyderabad and Executive Engineer, Latifabad Sewerage (M) Division WASA H.D.A Hyderabad for report, followed by a reminder. The Executive Engineer Latifabad Sewerage (M) Division WASA informed vide letter dated 08.09.2022 that the matter does not pertain to WASA.
4. A copy of agency's report was provided to the complainant during hearing on 12.09.2022 who vide rejoinder dated 17.11.2022 informed that drainage pipe line has been repaired by WASA and remaining work pertains to Sindh Irrigation Drainage Authority (SIDA).
5. The matter was taken up with Managing Director, SIDA Hyderabad vide letter dated 24.09.2024. In response, Executive Engineer, Irrigation Phulali Canal division informed vide letter dated 21.10.2024 that the sewerage water of the area is being disposed of into river Indus which is a threat to public health.

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6. To ascertain the factual position, the site was visited by the Investigating Officer Hyderabad on 22.11.2024 in the presence of following:

- (i) Mr. Zubair Ahmed, AEN, Irrigation Phuleli Bund Sub-Division.
- (ii) Mr. Ishtiaq Ali, Litigation Officer, HW&SC Hyderabad.
- (iii) Mr. Ghulam Mustafa Khan, Focal Person, HW&SC Hyderabad.
- (iv) Mr. Nadir Hussain, area Tapedar

During the site visit, it was found that the drainage pipes were repaired by the agency. The AEN Irrigation Phuleli Canal informed that if any emergency situation occurred, the Irrigation department will take necessary steps.

7. The complainant appeared before Investigating Officer, Regional Office, Hyderabad on 16.01.2025 and filed a written statement that the damaged sewerage drain has been repaired and his grievance has been redressed.

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 21st February, 2025