



DECISION

POS/TTA/89/2025

Complaint No. : **POS/TTA/89/2025**

Name and address of the complainant : Mr. Abdullah Memon s/o Muhammad Ishaque Memon, R/o House No. B-90, Unit No.2, Makli Cooperative Housing Society, Taluka & District Thatta

Name of the Agency Complained against : Cooperation Department

Name & Designation of Investigating Officer : Mr. Haroon Ahmed Khan, Regional Director, (Thatta)

Vetted by : Mr. Shahid Ahmed Hashmi, Consultant-Legal

Subject : **COMPLAINT AGAINST DISCONNECTION OF WATER SUPPLY LINE.**

THE COMPLAINT

Mr. Abdullah Memon filed a complaint dated 22.04.2025 against disconnection of his water supply line by Makli Cooperative Housing Society. He approached various concerned authorities including SSP and Deputy Commissioner Thatta but to no avail. Hence this complaint.

PROCEEDINGS

2. The complaint was admitted. Notice issued to the Makli Cooperative Housing Society for filing report. The Chairman of the society vide report dated 05.05.2025 informed that as per internal enquiry conducted by the management, the allegation of disconnection of water line by the society officials has been found incorrect. However, efforts would be made to resolve the grievance of the complainant as soon as the newly elected Managing Committee takes the responsibility.

3. For resolution of grievance of the complainant, several hearings held and both the sides were facilitated to reach a mutual settlement, the efforts materialized. The complainant vide his letter dated 23.07.2025 informed about restoration of his water supply line by the Management of the Committee and paid gratitude to this Institution for timely intervention. However, in his letter, he sought compensation of expenses incurred by him during the intervening period.

FINDINGS:

4. I have examined the case and found that the issue of disconnection of water supply line emerged between private individuals, having no involvement of agency. The complaint was entertained purely on humanitarian ground and the problem was fixed amicably amongst the private parties on intervention of this office. Given the circumstances, the fresh demands for compensation seems to be a claim for damages and this office lacks jurisdiction to adjudicate such disputes.

(2)

DECISION:

5. In view of the above, the instant complaint is disposed of as redressed. However the complainant is at liberty to take up the issue of damages before competent forum.

Given under my hand & seal of office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh

Karachi, Dated 6th August, 2025

