



DECISION

Complaint No. : POS/3675/2021/HYD/149

Name and address of the complainant : Mr. Basar Din Bhatti
R/o Bungalow No: B-77, Revenue Employees Cooperative Housing Society, Phase-01, Qasimabad Hyderabad.

Name of the Agency Complained against : Secretary, Revenue Employees Cooperative Housing Society (RECHS), Hyderabad.

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

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST THE MANAGEMENT OF THE REVENUE EMPLOYEES HOUSING SOCIETY ALLEGING FAILURE TO PROVIDE BASIC CIVIC FACILITIES TO THE RESIDENTS OF SOCIETY

Complaint

The complaint dated 30.09.2020 filed by Mr. Basar Din Bhatti was received through Wafaqi Mohtasib (Ombudsman)'s Secretariat, Hyderabad vide letter dated 09.10.2020 wherein he alleged non-availability of street lights, drainage system and potable water to the residents of Revenue Employees Housing Society Hyderabad. He approached the management of the society for provision of basic facilities 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 notice dated 27.08.2021 to the Managing Director, WASA, H.D.A., Hyderabad, Municipal Commissioner, HMC, Hyderabad and Chairman/Secretary, Revenue Employees Cooperative Housing Society Hyderabad for report. The Secretary, RECHS Hyderabad informed vide letter dated 06.09.2021 that the complainant is not original member of the society but an associate member. The utility services i.e. internal roads drainage system, water supply, gas and electricity have been provided to the society.

Site Visit of Investigating Officer Hyderabad

4. To ascertain the factual position, the site was visited by Regional Director, Hyderabad on 11.03.2022 in the presence of stakeholders. It was found that the internal roads were constructed and other utility services were available. The complainant requested for carrying out mosquito spray in the society.

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5. The Secretary, Revenue Employees Cooperative Housing Society Limited, Hyderabad vide subsequent report dated 18.12.2023 informed that internal development works i.e. laying of sewerage drains, electricity, sui gas and underground water tank were already complete. The construction of masjid, mother child-care & community centre has also been completed.

6. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 30.10.2024 and filed a written statement that his matter has been resolved and requested to close further proceedings on his complaint.

Findings

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

Decision

8. 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



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(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 11th December, 2024

