



## **DECISION**

**Complaint No.** : POS/2418/2022/HYD/167

**Name and address of the complainant** : Mr. Muhammad Akram  
R/o H.No: F-1, New Memon Housing Society, Qasimabad  
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-SUPPLY OF DRINKING WATER TO NEW MEMON HOUSING SOCIETY QASIMABAD

### **Complaint**

Mr. Muhammad Akram filed an online complaint dated 23.04.2022 wherein he stated that drinking water is not being supplied since long to New Memon Housing Society Qasimabad. 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 06.06.2022 to the Managing Director, WASA H.D.A Hyderabad and Executive Engineer, Qasimabad Water Supply (M) Division Hyderabad for report, followed by reminders. The Assistant Executive Engineer, West WWW/S (M) Sub-Division, WASA H.D.A informed vide letter dated 05.10.2022 that problem of the complainant was resolved two years ago.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 11.10.2022 followed by reminders but he did not respond. The case was heard on 17.05.2023, attended by the agency's representatives. The Executive Engineer, City Water Supply (M) Division HDA Hyderabad informed vide letter dated 09.07.2024 that the damaged water supply line has been replaced by M.S pipe to P.E pipe 12" dia and the problem has been resolved.
5. The complainant vide his written statement dated 04.11.2024 confirmed that his problem has been resolved by the WASA.

### **Findings**

6. On the intervention of this Institution, the grievance of 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 // February, 2025