



DECISION

Complaint No. : POS/337/HYD/2024

Name and address of the complainant : Dr. Muhammad Muslim & others
R/o Naeem Dulux, B-17 Jijal Maa Hospital 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 / Regional Director, Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST HYDERABAD WATER & SEWERAGE CORPORATION ALLEGING FAILURE TO SUPPLY DRINKING WATER TO THE RESIDENTS OF NASEEM DULUX QASIMABAD HYDERABAD

Complaint

Dr. Muhammad Muslim and other residents of Naseem Dulux Qasimabad filed a joint complaint dated 13.06.2024 wherein they stated that they are paying water bills regularly but the agency has failed to supply water to them since last one month. They have requested Managing Director, HW&SC in this regard but to no avail. Aggrieved by that, they 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 01.07.2024 to the Managing Director, Hyderabad Water & Sewerage Corporation for report and fixed the matter for hearing. The case was heard on 03.07.2024, attended by Executive Engineer, Water Supply Qasimabad, Law Officer WASA and the complainant. The Executive Engineer informed that due to frequent loadshedding, water supply to the residents of Naseem Dulux has been disturbed. He assured to supply water in required quantity within a week's time and the complainants also agreed on such assurance.

4. Subsequently, the complainant Dr. Muhammad Muslim & others appeared before the Investigating Officer Hyderabad on 11.07.2024 and filed a written statement that their grievance has been redressed and offered thanks to this Institution.

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Findings

5. The grievance of complainant has been redressed due to intervention of this Institution.

Decision

6. 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

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh

Karachi, dated 13th January, 2025

