



DECISION

Complaint No. : POS/6843/2023/HYD/404

Name and address of the complainant : Mr. Asif Khan
R/o Plot No: 328, Unit No: 9, 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 / Regional Director, Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST HYDERABAD WATER & SEWERAGE CORPORATION ALLEGING NON-DISPOSAL OF SEWERAGE WATER FROM BLOCK-E UNIT NO.9 LATIFABAD, HYDERABAD

Complaint

Mr. Asif Khan filed an online complaint dated 27.08.2023 wherein he stated that sewerage water has accumulated in the area of Block-E, Unit No:9, Latifabad, Hyderabad. He approached the concerned Executive Engineer for proper disposal of sewer water 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 12.10.2023 to the Executive Engineer, Latifabad Sewerage (M) Division Hyderabad for report, who in response informed vide letter dated 31.10.2023 that due to damage of LD-4 pumping station, the sewerage water accumulated on the street. The problem has been resolved and the area is clean now.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 06.02.2024 but he did not respond. The area was visited by the Regional Director, Hyderabad on 28.02.2024 in the presence of XEN Sewerage (M) Division Latifabad and the complainant. He found that the area was clean and the complainant was satisfied on redressal of his grievance.

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Findings

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

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.

7 This also disposes of another complaint bearing No: POS/7310/2023/HYD/413 having same grievance filed by the same complainant on the same subject against the same Agency.

Given under my hand and seal of the office



Sd /-

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

Karachi, dated 13th January, 2025

