



## **DECISION**

**Complaint No.** : POS/7040/2021/HYD/2022/27

**Name and address of the complainant** : Mr. Naveed Khan & other, C/o Saleemuddin  
R/o H. No.128-C/B, Unit No: 12, Near Ali Minara Masjid  
Jinnah Colony, Latifabad, Hyderabad.

**Name of the Agency Complained against** : Managing Director, Hyderabad Water & Sewerage Corporation.

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

**Vetted by** : **Muhammad Naseer Jamali, Advisor-N**

**Subject** : **COMPLAINT AGAINST WASA HYDERABAD FOR ITS FAILURE TO SUPPLY PIPED WATER TO THE RESIDENTS OF JINNAH COLONY LATIFABAD, HYDERABAD**

### **Complaint**

Mr. Naveed Khan and other residents of Jinnah Colony, Hyderabad filed a joint complaint dated 15.12.2021 wherein they stated that they are residing at Jinnah Colony, Unit No.12, Latifabad but piped drinking water is not being supplied to them by WASA Hyderabad. Aggrieved by that, they solicited intervention of this Institution.

### **Proceedings**

- 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.
- This office issued notice dated 02.02.2022 to the Managing Director, WASA and Executive Engineer, Latifabad Water Supply (M) Division, Hyderabad for report, followed by hearing notices. The Executive Engineer, Latifabad Water Supply (M) Division, HW&SC) Hyderabad informed vide letter dated 21.08.2024 that water supply for Jinnah Colony has been restored and the complainants are getting potable water through pipeline.
- The main complainant submitted written statement vide dated 03.09.2024 wherein he confirmed that the agency has laid water supply line for the Jinnah Colony. He offered thanks to this Institution on redressal of their grievance.

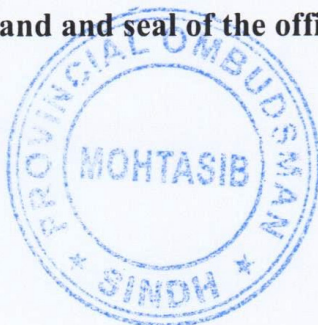
### **Findings**

- On the intervention of this Institution, the grievance of the complainants has been redressed by the agency.

### **Decision**

- 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.
- This also disposes of another complaint bearing No: POS/6907/2021/HYD/2022/331 having same grievance filed by Mr. Naveed Ahmed Ansari on the same subject against the same Agency.

Given under my hand and seal of the office



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

Karachi, dated, 05<sup>th</sup> November, 2024