



## **DECISION**

**Complaint No.** : POS/750/2022/HYD/85

**Name and address of the complainant** : Mr. Navid Qamar s/o Ghulam Ali  
R/o H.No: 69-A, Near Masjid Baitul Mukkaram,  
Gulshan-e-Hali 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 WATER AND SANITATION AGENCY (WASA), HYDERABAD ALLEGING NON-MAINTENANCE OF SEWERAGE SYSTEM AT GULSHAN-E-HALI HYDERABAD

### **Complaint**

Mr. Navid Qamar filed a complaint dated 25.01.2022 against WASA wherein he stated that the sewerage water was overflowing on the streets in the neighborhood of masjid Baitul Mukraam at Gulshan-e-Hali Hyderabad due to non-maintenance of sewerage system. He approached the Deputy Commissioner Hyderabad and HW&SC for redressal of the problem 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 16.06.2023 to the Managing Director, HW&SC Hyderabad and the Executive Engineer, City Sewerage (M) Division Hyderabad for report. The Executive Engineer Latifabad Sewerage Division informed vide letter dated 14.06.2022 that the sewerage system of the area has been improved and sewerage water is flowing smoothly through drains.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 29.06.2022 who requested that the sewerage drains should be cleaned through machines on regular basis.
5. The case was heard on 08.02.2023, attended by the complainant and Executive Engineer, HW&SC who informed that the sewerage drains of 48" dia are being desilted through machines and branch sewerage drains are cleared by manual system. The Investigating Officer Hyderabad visited the site on 28.02.2024 in the presence of complainant and concerned Executive Engineer and found that the sewerage system was in proper working condition and no overflow of sewerage water was found on the streets. He enclosed the photographs of site visit as an evidence.

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**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.

8. This also disposes of another complaint bearing No: POS/319/2022/HYD/50 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 20<sup>th</sup> November, 2024