

## ABSTRACT

The aim of this dissertation was to investigate the causes of deteriorated drainage system in three tehsils (Qasimabad, Latifabad and City) of district Hyderabad. Due to poor drainage system the citizens faces a lot of problems, there are dozens of news and literature regarding deteriorated drainage system, several incidents happened with people like no cover on open manholes due to this it has made it common for children to fall into gutters. Many other problems were written in numerous literature and news but there is less focus on the causes of deteriorated drainage system that municipal administration face in terms of better service delivery of drainage system.

The research approach was qualitative in nature. Secondary data were drawn from desk research and primary data were conducted through twenty seven (in-depth, open-ended) semi-structured interviews from the employees and officers of municipal institutes in three tehsils of district Hyderabad. Snow ball (Non-probability) sample technique were used to collect primary data. The data were analyzed using thematic analysis. After analysis several themes emerged from the data . The findings shows that municipal administration of district Hyderabad in three taluka, have several issues in terms of better service provision of drainage system.

Furthermore, findings revealed the outcome of this dissertation is that it presented the identified barriers that are important and exists at the management level are (Shortage of human resource, lack of qualified personnel, lack of training, lack of accountability), functional level (Inadequate physical resources, encroachment, inaccessibility, corruption, electricity issue and Political issues) and at the institutional level (Lack of effective communication/liaison between institutes, blame game, lack of appropriate sources of finance), underlying issues that municipal administration faces are the main barriers to the successful implementation. This situation finally effected in increasing the ineffectiveness and inefficiency of service provision of drainage system. However, The public-private partnership (PPP) model could be consider as a mechanism to support infrastructure related investment activity.

**Keywords:** *'Municipal administration; Deteriorated; Drainage System; Hyderabad; District.'*