



DECISION

Complaint No. : POS/RO-NF-48/18/ NFZ-43

Name and address of the complainant : Mr. Ghulam Shabbir Tunio & Others,
R/o Haji Wali Dino Tunio, P.O. Kalhora Station,
Taluka Bhiria, Distt, N' Feroze

Name of the Agency Complained against : SCARP Irrigation Department

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : **COMPLAINT AGAINST FAILURE TO MAINTAIN TWO ELECTRIC MOTORS AND REPLACEMENT OF OLD BROKEN IRON PIPES WITH NEW PLASTIC PIPES FOR DESILTING OF SIM NALA**

THE COMPLAINT

Mr. Ghulam Shabbir Tunio & others filed a complaint on 19.11.2018 stating that Irrigation SCARP authorities, N'Feroze have failed to properly repair or replace electric motors and iron pipes of pumping station installed for draining out water logging of the area for the last many years. He alleged that desilting of sim nala has not been carried out. Resultantly, the sim water has surrounded different villages of the area and villagers were facing difficulties due to stagnant sim water. They approached the concerned department but failed to get any fruitful result. They, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay, subject to submission of Affidavit on Form 'A' and a copy of CNIC. After receiving these mandatory documents, the matter was taken up with the Executive Engineer, SCARP Irrigation, N'Feroze for report vide letter dated 10.12.2018. The XEN, Tube Well Division, N'Feroze, submitted his report on 18.12.2018 stating therein that the said Pumping Sation Khahi Qassim had 2 pumps, one pump was functional and the other pump would be got repaired at the earliest.

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3. Report of the Agency was shared with the complainants for rejoinder vide letter dated 01.01.2019. The complainants in reply informed on 29.01.2019 that despite all the repairing of iron pipes by the SCARP, N'Feroze, they had failed to stop the leakage of water. They further alleged that since installation of the pumping station, repair and desilting had not been carried out. They requested the Investigating Officer to visit the site.

4. After further follow up with the Agency, the matter was fixed for hearing on 20.12.2021. The complainant attended and after reiterating his stance as submitted in his complaint requested for early desilting of the said drainage nala, repair of motors and replacement of broken iron pipes to resolve the longstanding problem of the people. The Investigation Officer visited the site on 12.01.2022 accompanied by the XEN, SCARP and AEN in the presence of the complainant and found both the motors as unfunctional. The complainant informed that they have recently installed third electric motor on self-help basis for disposal of water to save them from ever increasing water logging. The complainants also showed a pacca water course constructed by them on self-help basis. The complainants further added that new motor installed by them alone cannot drain off such a huge quantity of accumulated water. The XEN stated that the iron pipes and motors were installed some 20 years ago and were not in working condition. He assured that new motor will be installed within one month. The XEN undertook that the complainants will be compensated very soon as he has included in his estimate the expenditure made on the installation of electric motor and construction of new water course by the complainants.

5. The Investigation Officer continued pursuing the XEN SCARP, who finally reported on 15.08.2023 that grievance of the complainants has been redressed. The complainants also appeared before the Investigating Officer and confirmed in writing that their grievances stands redressed. While thanking this Institution, they requested to close the matter.

DECISION

6. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of Office.



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

Karachi, dated

28th January, 2025