



DECISION

Complaint No. : 1. POS/6463/ROJ-145(JBD)/2022
2. POS/7344/ROJ-168(JBD)/2022

Name and address of the complainant : Mr. Fayaz Ahmed Domki, r/o Old MCB Mohalla Buxapur Taluka Kashmore District Kashmore

Name of the Agency Complained against : 1. Public Health Engineering Department
2. Works & Services Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject :

COMPLAINT REGARDING NON-AVAILABILITY OF FACILITIES LIKE PROPER ROADS AND DRAINAGE SYSTEM IN AREA OF THE COMPLAINANT CAUSING PROBLEMS.

Complaint:

Mr. Fayaz Ahmed filed his complaint dated 11.10.2022 against Executive Engineer, Public Health Engineering Division Kashmore and Executive Engineer, Highways Division Kashmore regarding non-availability of facilities like proper roads and drainage system in area of the complainant causing problems on the residents. He has also filed an online complaint on 19.11.2022, which bears No. POS/7344/ROJ-168(JBD)/2022 on the same issue. He therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaints admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, were referred to the concerned Offices for comments. In response, the Executive Engineer, Public Health Engineering Division Kashmore vide his office letter dated 29.12.2022 reported that the development scheme formulated to attend to these issues has not yet been approved, and as such work can only be started after the scheme is approved by Planning and Development Department. The Administrator, Town Committee Buxapur District Kashmore vide his office letter dated 26.5.2023 reported that the streets within the Town Committee Buxapur are being swept on a daily basis, but further efforts will be made to improve the situation. In a subsequent report, the Executive Engineer, Public Health Engineering Division Kashmore vide his office letter dated 6.6.2023 reported that though work has been awarded to a contractor, work has not yet started as funds have not been released by the Government of Sindh.

3. These facts were communicated to the complainant who disagreed with the comments of the Agency. On being referred again, the Executive Engineer, Public Health Engineering Division Kashmore vide his office letter dated 28.2.2024 has repeated the same facts. The Executive Engineer, Highways Division Kashmore vide his office letter dated 4.2.2025 has now reported that all proposed development schemes, after approval of the District Development Committee headed by Deputy Commissioner, are referred to the Government for inclusion in the ADP. He further stated that the grievance of the complainant can be attended to after approval of scheme and release of funds.

4. The report of the Executive Engineer, Highways Division Kashmore was sent to the complainant on his address for rejoinder, followed by reminder, but there was no response.

Findings:

5. Despite the fact that the complainant is not responding to letters, it is quite clear that his grievances are genuine and are not being attended to by the agencies diligently. One report states that work has been awarded to the contractor but funds have not been released. Another report states that the scheme after approval of District Development Committee will be submitted to the Planning and Development Department. These facts already indicate mal-administration in the Divisional and District Officers of Works & Service Department and Public Health & Engineering Department. It also portray that the Deputy Commissioner, who is the head of the District Development Committee is not reviewing the matter effectively.

Decision:

6. In view of the above findings, under Section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby direct the Commissioner, Larkana to coordinate and facilitate action by the Works & Service Department and Public Health Engineering Department and get the grievances of the complainant redressed, and report compliance in 90 days hereof.

“Given under my hand and seal of office”

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 5th August, 2025

