



## DECISION

Complaint No. : POS/2800/2025/RM-248

Name and address of the complainant : Mr. Muhammad Naveed,  
R/o. Umar Din Town, Taluka Digri,  
District Mirpurkhas.

Name of the Agency Complained against : Town Officer, Town Committee Digri, District Mirpurkhas.

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I  
Consultant/Regional Director, Mirpurkhas.

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

Subject : COMPLAINT AGAINST TOWN COMMITTEE, DIGRI  
ALLEGING SHORTAGE OF POTABLE WATER TO  
UMERDIN MOHALLA, DIGRI TOWN

### Complaint

Mr. Muhammad Naveed filed an online complaint dated 05.05.2025 wherein he stated that there is shortage in supply of potable water in the area of Umerdin mohalla since last 04 months. He approached the Executive Engineer, Public Health Engineer and Town Officer, Town Committee Digri to resolve their problem but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 16.05.2025 to the Town Officer, Town Committee Digri for report, followed by reminders but he did not respond. This office issued a notice dated 12.09.2025 for service upon the Town Officer through S.H.O. Police Station Digri. The Town Officer, Town Committee, Digri submitted report vide letter dated 23.09.2025 that the problem of Umerdin mohalla has been resolved and potable water is being supplied as per schedule.
4. The Regional Director/Investigation Officer, Mirpurkhas contacted the complainant on given number 0308-2121510 on 24.09.2025 who expressed satisfaction that his grievance has been redressed.

### Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

### Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

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> October, 2025