



## **DECISION**

Complaint No. : POS/1143/SKK-28/2024

Name and address of the complainant : Mr. Prem S/o. Deewan Bagri,  
R/o. Bismillah Town, Near Lal Mashaiq Chowk,  
Sabzi Mandi Road, Site Area, Sukkur.

Name of the Agency Complained against : Executive Engineer,  
Public Health Engineering Department, Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,  
Director, Regional Officer, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **DELAY IN REPAIR OF WATER FILTRATION  
PLANT INSTALLED AT BISMILLAH TOWN,  
NEAR SABZI MANDI, SUKKUR.**

### **COMPLAINT**

Mr. Prem, filed a complaint on 27.02.2024 and alleged delay in repair of non-operational Reverse Osmosis Plant installed at Bismillah Town, Near Sabzi Mandi, Sukkur by the Public Health Engineering Department, Sukkur. He, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Executive Engineer (O&M), Public Health Engineering Department, Sukkur vide this office letter dated: 20.03.2024 followed by reminders. In response, the Executive Engineer, PHED vide his report dated: 25.06.2024 informed that after required repair the Reverse Osmosis Plant at Bimillah Town, Sukkur has now been put into operation.
3. A copy of said report was sent to the complainant for his rejoinder vide this office letter dated: 27.06.2024 followed by reminders dated: 23.07.2024 and 21.09.2024 but no response was received from him. From this, it is presumed that after resolution of the issue he has lost interest to pursue the matter.
4. On 15.10.2024 the Investigating Officer conducted site visit of Reverse Osmosis Plant alongwith Assistant Executive Engineer, Public Health Engineering Department, Sukkur and found it operational. On enquiry the residents of the area confirmed that they are getting filtered water through this plant regularly.



**FINDINGS**

5. According to report of the agency and site visited by Investigating Officer on 15.10.2024 it was found that the Reverse Osmosis water plant at Bismillah Town, Near Sabzi Mandi, Sukkur is now functional. Hence, no further action is required.

**DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*

**- Sd \-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 27<sup>th</sup> November, 2024

