



DECISION

Complaint No. : POS/1495/2022/ NFZ-16

Name and address of the complainant : Mr. Muhammad Aslam Khanzada (alias) Babu Foji,
R/o Ward # 6, Tharushah, Taluka Bhiria,
District N'Feroze

Name of the Agency Complained against : Works & Service Department

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

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED DELAY IN APPROVAL OF PC-I FOR
LAYING OF C.C. PAVERS AT STREETS IN
THARUSHAH

THE COMPLAINT

Mr. Muhammad Aslam Khanzada alias Babu Foji filed an online complaint on 14.03.2022 stating therein that officials of the Works & Service Department submitted PC-1 to the Deputy Commissioner, N'Feroze for construction of CC pavers at street of Ward No.6, Tharushah Town about six months prior to filing of complaint but the Deputy Commissioner, N'Feroze had deliberately delayed the approval of said work. He, 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 original signed complaint, copies of relevant documents, copy of CNIC and Affidavit on Form 'A'. For this purpose, a letter was issued to the complainant on 14.04.2022. After completion of required formalities, the matter was taken up with the Deputy Commissioner, N'Feroze for comments vide letter dated 25.04.2022 followed by reminders. Letter was also issued to the Executive Engineer, Buildings Division, N'Feroze for report on 28.07.2022 followed by reminders. Thereafter, the Deputy Commissioner, N'Feroze was issued letter for progress report in the matter on 28.12.2022. The XEN Buildings Division, N'Feroze submitted vide his letter dated 21.11.2023 that as per report from the concerned Assistant Engineer, Buildings, Sub Division, Bhiria, the streets mentioned by complainant have already been paved under some other scheme of Works & Services Department, N'Feroze and other Departments in Tharushah city which is acknowledged by the complainant.

(2)

In support of said statement, photographs were enclosed showing that grievance of the complainant stood redressed. The report was shared with the complainant for rejoinder, if any, vide letter dated 23.11.2023. On 05.12.2023, the complainant submitted rejoinder in which he stated that the construction work of CC pavers has not been completed, therefore, people of Tharushah Town were suffering from difficulties and he was not satisfied with the report of the Agency. Thereafter, the matter was fixed for hearing vide letter dated 07.12.2023. During hearing on 31.01.2024, the complainant appeared before the Investigating Officer and filed his statement that on the intervention of this Institution, his grievance has been resolved. While extending thanks to this Institution, he requested for closing the complaint.

DECISION

3. 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

20th June, 2025