



## **DECISION**

<b>Complaint No.</b>	:	POS/7016/2021/HYD/2022/26
<b>Name and address of the complainant</b>	:	Mr. Kashif Ali R/o H.No: 316, Syedabad Colony, near Sandoz Road, Jamshoro.
<b>Name of the Agency Complained against</b>	:	Public Health Engineering Division (PHED), Jamshoro.
<b>Name &amp; Designation of Investigating Officer</b>	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
<b>Vetted by</b>	:	<b>Muhammad Naseer Jamali, Advisor-N</b>
<b>Subject</b>	:	<b>COMPLAINT AGAINST PUBLIC HEALTH ENGINEERING DIVISION JAMSHORO ALLEGING FAILURE TO COMPLETE THE SCHEME OF “<u>DRINKING WATER SUPPLY SCHEME FOR SYEDABAD COLONY JAMSHORO</u>”</b>

### **Complaint**

Mr. Kashif Ali filed a complaint dated 28.12.2021 wherein he stated that the agency had awarded a contract of “Drinking Water Supply Scheme” for Syedabad Colony Jamshoro wherein the completion period was 16 months with the estimated cost, amounting to Rs.30.0 million but the same has not been completed despite lapse of more than 03 years. Aggrieved by that, he solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form “A” and other relevant documents and by condoning the delay.
3. This office issued a notice dated 02.02.2022 to the Executive Engineer (Dev & O&M), Public Health Engineering Division, Jamshoro for report, who in response informed that the scheme was approved during the year 2019 but the same was delayed due to non-release of funds. However, the work is in progress and will be completed by June 2022.
4. Subsequently, the Executive Engineer (O&M), PHED Jamshoro informed vide letter dated 06.11.2023 that the water supply scheme for Syedabad colony Jamshoro was completed in June-2022 and handed over to the Town Committee Jamshoro for operation which is functional and potable water is being supplied to the inhabitants of the colony. He enclosed the copy of acknowledgment of handing over & taking over certificate.
5. The report of the agency was sent to the complainant for rejoinder vide letter dated 25.11.2024, who in response appeared before Investigating Officer Hyderabad on 26.03.2025 and filed a written statement that his grievance has been redressed.

**Cont'd.....P/2.....**

(2)

**Findings**

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

**Decision**

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

*Given under my hand and seal of the office*

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

Karachi dated 17<sup>th</sup> June, 2025

