



## **DECISION**

**Complaint No.** : POS/651/ROK-15/(Khp)/2023

**Name and address of the complainant** : M/s Naimatullah & Others,  
Shopkeepers, Shaikh Mohalla,  
Farooq-e-Azam Chowk, Near Sapna Medical Store,  
Taluka Gambat, District Khairpur.

**Name of the Agency Complained against** : P.H.E.D

**Name & Designation of Investigating Officer** : **AHMED BAKHSH GHUMRO,**  
Consultant / Incharge, Regional Office Khairpur

**Vetted by** : **Mr. Ghulam Sarwar, Advisor-J**

**Subject** : **DELAY IN REPAIR OF DRAINAGE SYSTEM CAUSING OVERFLOW OF SEWERAGE WATER ON THE ROADS / STREETS.**

## **COMPLAINT**

M/s Naimatullah & Others filed a complaint on 24-01-2023 stating that drainage system from Sapna Medical Store, Khuhra road to Madina Masjid Shaikh Mohalla had become outdated. They contended that over flowing sewer water was causing problems for the people of area especially who go for offering prayers beside spreading diseases. They claimed that Public Health Engineering Department had assured redressal of their grievances but nothing was yet done. They, therefore, solicited intervention of this Institution.

## **PROCEEDINGS**

02. 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 in filing it, subject to submission of copy of CNIC and Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with Executive Engineer, P.H.E (O&M) Division, Khairpur at Ranipur, on 20-02-2023 for comments / report. After protracted correspondence and hearings, the Assistant Engineer, P.H.E Sub-Division Gambat, submitted report dated 27-11-2023. During hearing held on 28-11-2023 in presence of complainant Naimatullah Shaikh. The report contains that as per SGA&CD's notification dated. 04-11-2022, the sewerage systems of urban areas stand handed over to Municipal Committee Gambat. Hence the subject matter should be taken up with Municipal Committee Gambat. Complainant Naimatullah claimed during said hearing that two schemes costing Rs.18.00 million were prepared by the P.H.E to rehabilitate sewerage system in Shaikh Mohalla. The AEN denied it, claiming that no such estimates of schemes were prepared.

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04. Accordingly, the matter was taken up with Chief Municipal Officer, Municipal Committee Gambat, on 18-12-2023 for comments / report. In response, the Chief Municipal Officer, Gambat, reported on 16-01-2024 that the allegations levelled by the complainant were false and malafide. It was reported that the drains were not over flowing in Mohalla of the complainants. It was further reported that the repair and construction of drains was responsibility of P.H.E.D.

05. Meanwhile, the AEN, P.H.E Sub-Division Gambat, submitted another report on 02-04-2024 that the distance between Sapna Medical Store to shop of Ghulam Shabir is about 130 to 150 feet only. He reported that how it was possible to prepare two schemes of 18.00 million for 150 feet distance. So allegations were baseless. According to AEN, P.H.E, he had already carried out paver block work from Sapna Medical Store to Shop of Ghulam Shabir under District ADP Scheme of Latif Colony. He submitted pictures of the said work as evidence. He also submitted copy of letter dated, 10-03-2023 of Superintendent Engineer (Dev.), P.H.E Circle Sukkur, requesting Chief Engineer, P.H.E.D Sukkur's approval of scheme for Improvement of Drainage System Gambat amounting to Rs. 952.813 million.

06. Said report was also shared with complainant on 09-04-2024 for rejoinder, if any. In response, the complainant submitted rejoinder on 19-04-2024 wherein he admitted that after paver block work carried out by P.H.E.D, sewerage water was not over flowing and that Municipal Staff was cleaning Shaikh Mohalla Khuhra road regularly. He expressed his concern that it was not permanent solution which would be only repair and rehabilitation of sewers. Therefore, he again urged for permanent solution of the problem.

#### **FINDINGS**

07. From the above, it transpires that grievances of complainants were redressed by P.H.E and Municipal Committee Gambat. For permanent solution, P.H.E.D Gambat had also prepared scheme for Improvement of Drainage System in the area.

#### **DECISION**

08. Accordingly, the complaint is disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



**Sd /-**

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 7<sup>th</sup> May, 2025