



DECISION

Complaint No. : POS/5009/ROJ-88(JBD)/2021

Name and address of the complainant : Mr. Allah Bux s/o Arbab Ali Khan Buriro,
r/o Mohalla 1st Family Lane, Airport Road, Jacobabad.

Name of the Agency Complained against : Public Health Engineering Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING DELAY IN COMPLETION OF WATER SUPPLY SCHEME OF VILLAGE JANI WANDH, U.C. MIRANPUR BURIRO.

Complaint:

Mr. Allah Bux Buriro filed his complaint dated 17.9.2021 against the Executive Engineer (Dev), Public Health Engineering Division, Jacobabad regarding delay in completion of water supply scheme of village Jani Wandh, U.C. Miranpur Buriro of Taluka Garhi Khairo, causing difficulties to the residents. He therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 was referred to Agency for preliminary report. In response, the Executive Engineer (Dev), Public Health Engineering Division, Jacobabad vide his office letter dated 3-11-2021 reported that the rural water supply scheme Jani Wandh was fully damaged by the flood in 2010. Further the pump house and staff quarter have been removed, as they were constructed on the irrigation embankment. He further stated that the water supply scheme will be soon rehabilitated through the "Operation & Maintenance" budget.
3. The report of the XEN was sent to the complainant vide letter dated 5.11.2021 for rejoinder, who disagreed with the comments of the Agency. On being referred again, the Agency vide office letter dated 4.1.2022 reported the same comments as above. However on further efforts to procure progress from the agency, it was reported through letters dated 30.1.2022 and 20-4-2022, that the detailed working estimate for the rural water supply scheme at Jani Wandh has been submitted in the office of the Chief Engineer (O&M) Sukkur for his technical sanction, after which work will be awarded through tenders and the scheme would be made functional. The agency further reported vide office letter dated 18.5.2022 that necessary instructions have been issued to the contractor for starting work on the rural water supply scheme, which will be completed before June 2022. Subsequently the agency vide letter dated 15.8.2022 and 10.10.2022 reported that construction of pump house and tube well, alongwith supply of new diesel engine; PVC pipe distribution system; and rising main; has been completed.
4. The agency's report was sent to the complainant vide letter dated 11.10.2022 for rejoinder, who again disagreed with the comments of the Agency. In order to ascertain the real facts, the Investigating Officer visited the water supply scheme of village Jani Wandh, U.C. Miranpur Buriro of Taluka Garhi Khairo accompanied by AEN PHED of Taluka Garhi Khairo, where he observed that the scheme was still under construction. Accordingly he directed the Irrigation officers to get the work completed within a month. The agency vide office letter dated 27.8.2024 reported that the civil works has been completed, and the machinery will be installed soon.

5. The report of the Agency dated 27.8.2024 was provided to the complainant for his rejoinder. In response, the complainant appeared before the Investigating Officer on 15.10.2024 and submitted his application stating that he agreed with the version of the agency and expressed his satisfaction on the correspondence. He further stated that he does not want any further probe on his complaint.

Findings:

6. On the intervention of this Institution, the grievance of the complainant is being redressed by the agency, which is also confirmed by the complainant vide his application dated 15.10.2024.

Decision:

7. In view of the above discussion, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”

Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 30~~th~~ January, 2025

