



DECISION

Complaint No. : POS/7867/ROK-222/(Khp)/2023

Name and address of the complainant : Mr. Ahmed Bux, S/o Hussain Bux Khaskheli,
R/o Village Sajan Khaskheli, Baharo Lashari, P.O Sajan Khaskheli,
Taluka Kotdiji, District Khairpur.

Name of the Agency Complained against : Irrigation Department

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

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **INACTION ON APPLICATIONS MADE FOR RESTORATION OF SCARP TUBE WELL NO. F-177, DEH BAHARO LASHARI, TALUKA KOTDIJI.**

COMPLAINT

Mr. Ahmed Bux Khaskheli filed a complaint on 28-09-2023 stating therein that Tubewell No. F-177, installed in Deh Baharo Lashari, Taluka Kotdiji, is out of order since long. He alleged that for the last seven years, he had contacted the concerned Engineer and SDO through phone calls, text messages, and written applications, but they had failed to take any action. He further alleged that during the last rains, water from Sim Nala overflowed into their houses due to the failure of SCARP authorities to excavate the Sim Nala. He, therefore, sought the 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 and subject to the submission of an Affidavit on Form "A".

03. After completing the required formalities, the matter was taken up with the Project Director, SCARP Khairpur, on 18-10-2023 for comments. In response, the Project Director, SCARP Khairpur, reported on 06-12-2023 that the 11KV transmission line for the subject Tubewell had been disconnected by the SEPCO Operations Division, Ranipur. In this regard, the concerned Executive Engineer, Tubewell Division Khairpur, had already sent a letter to the Executive Engineer (EXEN), SEPCO Division Ranipur, requesting the early restoration of the 11KV line for the Tubewell. The report also indicated that the EXEN, Ranipur Drainage Division, Khairpur, had informed that the weed clearance work had been completed for the disposal channel of Tubewell No. F-177 near Baharo Lashari, Taluka Kotdiji, on 20-10-2023, upon the request of Khatedars.

Continued at P/2

04. The Agency's report was shared with the complainant on 12-12-2023 for his rejoinder. The complainant submitted his rejoinder on 09-05-2024 claiming that the 11KV line was restored, but the Tubewell was still not operational. He also informed that the excavation of Sim Nala connecting the said Tubewell to the SCARP Drainage had not been carried out. He, therefore, requested a site visit. Accordingly, the Investigating Officer visited the site along with the Assistant Executive Engineer (AEN), Tubewell Sub-Division Kotdiji, and his staff on 16-05-2024, in the presence of the complainant. Upon inspection, it was found that the complainant's version was correct.

05. Consequently, the Project Director, SCARP, and Executive Engineer, SEPCO Operations were requested to take prompt action on the matter. On 07-01-2025, the complainant submitted an application stating therein that Tubewell No.F-177 had become operational after the intervention of this Institution. The complainant expressed his gratitude to the Institution for providing relief and requested that the case should be closed.

FINDINGS

06. The complainant's grievance has been redressed by the Agency following the intervention of this Institution.

DECISION

07. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to the record.

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 13th February, 2025