



## **DECISION**

Complaint No. : POS/RO-NF-60/19/NFZ-52

Name and address of the complainant : Mr. Gul Hassan  
S/o Hizabullah Tunio,  
R/o Mehran Colony, Naushahro Feroze

Name of the Agency Complained against : Public Health Engineering Department (PHED)  
District Council, N'Feroze

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

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : **COMPLAINT AGAINST NON PROVISION OF  
DRAINAGE LINE IN MEHRAN TOWN, N'FEROZE**

### **THE COMPLAINT**

Mr. Gul Hassan R/o Mehran Colony, N'Feroze filed a complaint on 31.12.2019 stating therein that they had approached the District Council, N'Feroze and Public Health Engineering Department (PHED) for providing drainage line at Mehran Town, N'Feroze but in vain. Resultantly, unhygienic conditions prevail in their residential area posing serious health hazards to them. 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), after condoning the delay and completion of mandatory requirement. The matter was then taken up with the Executive Engineer, PHED, N'Feroze vide letter dated 14.01.2020 followed by several reminders. The PHED submitted its report on 10.12.2020 stating that Mehran Town was a newly established colony and the construction of drains there does not come in their purview. It also suggested to move District Council or Deputy Commissioner, N'Feroze for this purpose. Thereafter, the matter was referred to the Deputy Commissioner/Administrator, District Council and in response the Chief Officer, District Council Naushahro Feroze, reported on 22.06.2021. He stated that site has been visited by the technical staff where 700 Rft "A" type drains are required to be laid to resolve the problem of the complainant. The said report was shared with the complainant for rejoinder vide letter dated 23.06.2021.



3. After constant follow up and hearings in the matter the complainant appeared before the Investigating Officer on 11.04.2022 and informed that his grievance has been redressed on the intervention of this Institution with the construction of required drainage. He, therefore, expressed his gratitude to this Institution in writing and requested for the closure of his case. The Chief Officer, District Council, N'Feroze also confirmed on 15.08.2023 that the said work has been completed to the satisfaction of the residents of the said colony.

4. The Investigation Officer also visited the site on 06.09.2023 in the presence of complainant's son and confirmed the construction of said drainage.

DECISION

5. In view of the above, the complaint is disposed of as redressed..

**Given under my hand and seal of Office.**



**(MUHAMMAD SOHAIL RAJPUT)**

*Sitara-e-Imtiaz* - PAS  
Ombudsman, Sindh

Karachi, dated

*Sd/-*  
**25<sup>th</sup>** November, 2024