



## DECISION

Complaint No. : POS/ROG-898/GTK-39/2024

Name and address of the complainant : Mr. Farhan Hassan & others,  
R/o. Village Ghulam Muhammad Kalardi Walrah,  
Taluka Khangarh, District Ghotki

Name of the Agency Complained against : Works & Services Department,  
District Ghotki

Name & Designation of Investigating Officer : Mr. Fazal Muhammad Shaikh,  
Director, Regional Office, Ghotki

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **ALLEGED INACTION ON THE APPLICATIONS FOR THE REPAIR OF ROAD OF COMPLAINANT'S VILLAGE WHICH HAS BEEN DAMAGED DUE TO USE OF SUB-STANDARD CONSTRUCTION MATERIAL BY THE CONTRACTOR.**

### COMPLAINT

Mr. Farhan Hassan, filed a complaint on 09.02.2024 against Works & Services Department and alleged inaction on the applications made by him for repair of road of his village which has been damaged due to use of sub-standard construction material by the contractor. In this regard, he had approached the concerned authorities of Works & Services Department, District Ghotki but it was of no avail, therefore, he requested us for intervention.

### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), after receiving the mandatory Affidavit on Form-A, other relevant documents and by condoning the delay, the Investigating Officer called report from the agency.
3. In response, the Executive Engineer, Highway Division, Ghotki, vide his letter dated: 07.07.2025 informed that the scheme 'Reconditioning of road from Dhamaji Adilpur to village Arbab Kaladi' has been completed as per PWD specifications. In support thereof, he enclosed the photographs of reconditioned road as an evidence.
4. The report of the agency was sent to the complainant for filing of rejoinder vide this office letter dated: 07.07.2025 followed by multiple reminders. In response, he vide his letter dated: 04.08.2025 confirmed the report of agency and showed his satisfaction.

**FINDINGS**

5. With the intervention of this Institution, the grievance of the complainant has been redressed as confirmed by him vide his letter dated: 04.08.2025, hence, no further action is required by this Institution.

**DECISION**

6. In view of above facts, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



***Sd /-***

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 28<sup>th</sup> August, 2025

