



## **DECISION**

**Complaint No.** : POS/8710/ROK-237/(Khp)/2023

**Name and address of the complainant** : Mr. Mir Muhammad, S/o Muhammad Paryal Abbasi,  
R/o Near Dr. Barkat Kanhar, Pir Jo Goth, Taluka Kingri,  
District Khairpur.

**Name of the Agency Complained against** : Irrigation

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

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

**Subject** : **COMPLAINT AGAINST FAILURE TO REPAIR THE  
TUBEWELL OF DEH ABDULLAH KALHORO**

### **COMPLAINT**

Mr. Mir Muhammad Abbasi filed an online complaint on 30-10-2023 alleging that the Tubewell installed in Deh Abdullah Kalhoro, Taluka Kingri, District Khairpur was not functional due to minor faults, and its material was not secure as no Chowkidar had not been posted by the Executive Engineer, Ranipur Tubewell Division for security of the Tubewell. He claims to have approached the concerned SCARP officers, but they paid no heed. 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 submission of original signed complaint, an Affidavit on Form "A" and a copy of CNIC.

**03.** After the completion of codal formalities, the matter was taken up with the Project Director, SCARP Khairpur on 30-11-2023 for comments. In response, the Project Director, SCARP Khairpur reported on 08-01-2024 that the motor of the solar tubewell had been burnt and that it would be sent to Lahore for repair.

**04.** The Agency's report was shared with the complainant on 12-01-2024 for a rejoinder. The complainant filed a rejoinder on 29-01-2024 urging that the concerned department should be bound to expedite the repair of the motor.

**05.** Further comments were called from the Project Director, SCARP Khairpur on 31-01-2024. In response, the Executive Engineer, Ranipur Tubewell Division, Khairpur informed on 22-05-2024 via his letter to the Project Director, SCARP Khairpur, that the motor had been sent to Lahore for repair. A copy of the letter was forwarded to this institution.



06. This report from the Agency was shared with the complainant on 03-06-2024 for a rejoinder. In response, the complainant submitted a rejoinder on 02-07-2024 stating that he was not satisfied with the Agency's report. He requested that the Engineer in charge of the Tubewells should be bound to have the solar Tubewell repaired at the earliest, as his crops had been damaged due to the Tubewell's prolonged closure.

07. Further comments were therefore called from the Executive Engineer, Ranipur Tubewell Division, Khairpur on 08-07-2024. Pending the report from the Agency, the complainant submitted an application on 06-11-2024 stating that the Executive Engineer, Ranipur Tubewell Division, Khairpur, had assured him that the Tubewell would be repaired soon. As a result, he requested to withdraw the instant complaint.

#### **DECISION**

08. In light of the complainant's request, the complaint is disposed of with the direction to Executive Engineer, Ranipur Tubewell Division to ensure that Tubewell is repaired in 30 days and submit a compliance report thereof.

"Given under my hand and seal of office"



**Sd /-**  
**(Muhammad Sohail Rajput)**  
**Sitara-e-Imtiaz. PAS**  
Ombudsman, Sindh  
Karachi, dated 4<sup>th</sup> February, 2025