



DECISION

Complaint No. : POS/5596/ROJ-124(JBD)/2024

Name and address of the complainant : Mr. Arif Hussain s/o Zawar Hussain Buriro
r/o Jan Muhammad Domki Street, Taluka and Jacobabad

Name of the Agency Complained against : 1- Local Government
2- 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 AGAINST PUBLIC HEALTH ENGINEERING DEPARTMENT, JACOBABAD REGARDING INCOMPLETE WORK OF DRAINAGE SCHEME UNDER MUNICIPAL SERVICE DELIVERY PROGRAM

COMPLAINT:

Mr. Arif Hussain Buriro and three others have complained against the Executive Engineer, PHED Jacobabad and Chief Municipal Officer, Municipal Committee Jacobabad, regarding incomplete and sub-standard work of drainage scheme in the Colony they reside under the Municipal Service Delivery Program. They have also requested this Institution to intervene in the matter.

2. There are three other complaints on the same issue whose details are as follows:

S.No.	Complaint No.	Name of complainant
1.	POS/5647/ROJ-125(JBD)/2022	Syed Israr Shah & Others
2.	POS/5648/ROJ-126(JBD)/2022	Syed Israr Shah & Others
3.	POS/1957/ROJ-84(JBD)/2023	Mr. Farooq ahmed & Others

PROCEEDINGS:

3. The complaints admitted under Section-10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, were referred to the concerned agency for comments. In response, the Chief Municipal Officer, Municipal Committee, Jacobabad, vide his office letter dated 1.11.2022 stated that the drainage scheme is being carried out by Municipal Services Delivery Program through a USAID Project, and as such the matter does not pertain to his office. The matter was then referred to the Resident Engineer, Municipal Services Delivery Program & RCC Municipal Committee, Jacobabad, and to the Executive Engineer (Dev), Public Health Engineering Division, Jacobabad. In response, the Executive Engineer (Dev), Public Health Engineering Division, Jacobabad stated that matter does not pertain to his office. The Program Manager, PSU Sindh-MSDP Jacobabad reported that the contactor and consultant have stated, that the work will be completed by 31st December, 2023. He further stated that the delay is due to pending approvals of Pakistan Railway and SEPCO.

4. The report of the Agency was provided to the complainants who disagreed with the comments of the Agency and repeated their earlier stance. On being referred again, the agency vide letter dated 16.8.2024 stated that the connectivity of drains has been completed and handed over to the Municipal Committee Jacobabad. He further stated that the civil works of the pumping station have also been completed and pumping machinery will be installed by 20.8.2024.

On receipt of this report from the agency the Investigating Officer conducted a site visit on 27.8.2024 of the pumping disposal stations Talani-II and Karimabad of District Jacobabad in order to ascertain the real facts. During the site visit, it was observed that the work has been completed in all respects by the agency. These facts were acknowledged by the complainants also. On 27.8.2024 the complainants appeared before the Investigation Officer and stated that since their grievance has been redressed by the agency, further proceedings on their complaints may be stopped.

FINDINGS:

5. In view of the above discussion, these four complaints are consigned to the record room as the grievances of the complainants have been redressed.

“Given under my hand and seal of office”

- Sd \-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 22nd October, 2024

