



DECISION

- Complaint No. : POS/183/ROK-04/(Khp)/2023
- Name and address of the complainant : Mr. Ghulam Hyder Solangi,
R/o Village Pir Bux Solangi, Town Committee Therhi-II,
Taluka & District Khairpur.
- Name of the Agency Complained against : Town Committee Therhi / PHED
- Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office, Khairpur
- Vetted by : **Mr. Ghulam Sarwar, Advisor-J**
- Subject : **ALLEGED INACTION ON COMPLAINTS REGARDING DAMAGE TO THE COMPLAINANT'S HOUSE DUE TO ACCUMULATION OF SEWERAGE WATER IN THE STREET.**

COMPLAINT

Mr. Ghulam Hyder Solangi filed an online complaint on 05.01.2023 stating that sewerage water had accumulated in the street near his house, resulting in structural damage to his house and the spread of various diseases in the area. He had submitted an application through the Citizen Portal, but no action was taken. Additionally, he claimed that the Town Committee Therhi had misappropriated budget funds through bogus billing. He, therefore, sought the intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted under section 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, subject to the submission of original signed complaint addressed to Provincial Ombudsman, Sindh, an Affidavit on Form "A" and copy of CNIC.

03. The matter was taken up with the Town Officer, Town Committee Therhi-II on 24.01.2023 for comments / report. The complainant was advised to fulfill the required codal formalities. In response, the Town Officer reported on 08.02.2023 that he had visited the complainant's residence and found no apparent damage, but the complainant and his brother-in-law had constructed their houses over existing drainage lines, resulting in water accumulation due to the absence of proper drainage system. However, he assured that the issue would be addressed.

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04. The agency's report was shared with the complainant on 20.02.2023. In response, the complainant submitted a rejoinder on 07.03.2023 stating that only a clerk from the Town Committee had visited the site. He reiterated that sewerage water was accumulating near his residence, spreading diseases, and contaminating the underground drinking water. Further more the Town Committee was misusing its grant of Rs.1,600,000/- which it gets from the Govt.of Sindh each month and requested a formal site visit to verify the facts and action against the Town Officer for submitting a false report.

05. On 02.07.2025, the Town Officer, Town Committee Therhi-II, Mr. Syed Naveed Ahmed Shah, was summoned and heard by the Investigating Officer. Mr. Shah stated that he had visited the site the previous night and met with the complainant. He explained that the issue pertained to the rehabilitation of an old sewerage drain (Nali), which would be addressed immediately after Muharram-ul-Haram.

06. Accordingly, the Investigating Officer conducted a site visit on 31.07.2025 and verified the ongoing construction work of the sewerage drain in presence of the complainant, the Chairman, Town Officer, and Councilors of the Town Committee Therhi-II. During the visit, the complainant expressed satisfaction with the ongoing construction and requested the closure of the case. Regarding misusing of funds, matter is required to be enquired through Anti Corruption Establishment.

FINDINGS

07. The complainant's grievance has been redressed following the intervention of this Institution.

DECISION

08. In light of the above, the complaint is hereby **disposed of as redressed** and consigned to record. The matter regarding misusing of funds is referred to Chairman, Anti Corruption Establishment for conducting an enquiry and to submit report within 60 days

"Given under my hand and seal of office"



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 28th August, 2025