



DECISION

Complaint No.	:	POS/ROM/68/2025/RM-129
Name and address of the complainant	:	Press Clipping, obtained from daily Kawish Newspaper dated 18-02-2025.
Name of the Agency Complained against	:	Chief Municipal Officer, Municipal Committee, Umerkot
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT REGARDING INORDINATE DELAY IN COMPLETION OF WORK OF LAYING PAVER BLOCKS AND SEWERAGE DRAINS IN WARD-9, UMERKOT TOWN

Complaint

A news clipping appeared in daily Kawish newspaper dated 18.02.2025 wherein the residents of ward No.09, Umerkot raised a protest against contractor Aftab of Municipal Committee, Umerkot who did not complete the work of laying paver blocks and repair of sewerage drain in Ward-9, Umerkot despite payment in advance by the agency.

Proceedings

2. The cognizance of complaint was taken under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) and by condoning the delay.
3. This office issued a notice dated 21.02.2025 to the Chief Municipal Officer, Municipal Committee, Umerkot for report, who in response informed vide letter dated 12.03.2025 that the contract of work "**Construction of surface drain type-B main Abdullah Rahimoon house to Bilawal Masjid, Ward-09**" was awarded to Mr. Muhammad Bux vide work order dated 24.05.2018, amounting to Rs.2,986,364/- and completion period was 06 months. The Municipal Engineer, Municipal Committee, Umerkot appeared before Investigating Officer Mirpurkhas on 16.07.2025 and furnished the copies of NIT, MB and payments to the contractor by way of 03 installments (i) 17.03.2022 (ii) 29.02.2024 and (iii) 08.04.2024 on the basis of work completed at site.
5. The Regional Director/Investigating Officer Mirpurkhas visited the site on 31.07.2025 in the presence of area people and agency officials. He confirmed that the work was completed at site and enclosed the photographs of the site as an evidence.

Findings

6. The investigation of the case established maladministration against the agency on its failure to get the work completed within 06 months from the date of issuing of work order dated 24.05.2018 which took 06 years in its completion. However, on the intervention of this Institution, grievance of the area people has been redressed by the agency.

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Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 7th October, 2025

