



## DECISION

Complaint No.	:	POS/5010/ROJ-89(JBD)/2021
Name and address of the complainant	:	Mr. Allah Bux s/o Arbab Ali Khan Buriro, r/o Mohalla 1 <sup>st</sup> Family Lane, Airport Road, Jacobabad.
Name of the Agency Complained against	:	Works & Services Department
Name & Designation of Investigating Officer	:	Mr. Zahid Hussain Buriro Director Regional Office Jacobabad
Vetted by	:	Mir Hussain Ali Advisor-M
Subject	:	<u>COMPLAINT REGARDING DELAY IN REPAIR OF ROAD IN COMPLAINANT'S VILLAGE DAMAGED DURING FLOODS</u>

### Complaint:

Mr. Allah Bux Buriro filed complaint dated 17.9.2021 against the Executive Engineer Highways Division, Jacobabad regarding delay in repair of road in village Jani Wandh, which was damaged during floods in 2010. He, therefore requested this Institution to intervene in this matter.

### Proceedings:

2. The complaint admitted u/s 10 of The Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was referred to the Agency for report. The Executive Engineer, Highway Division Jacobabad reported vide his letter dated 29.11.2021 that this road requires major repair. He further submitted copy of letter dated 28.12.2021 addressed to the Deputy Commissioner Jacobabad forwarding the PC-I/ Rough Cost Estimate of scheme namely "Recondg: of road from Miranpur Chachar Pak Road to village Jani Wandh Mile 0/0-2/4 (4.0 Km)" costing Rs.23.104 for inclusion in Annual Development Program.

3. Copy of the Agency's report was sent to the complainant vide this office letter dated 6.1.2022. In his rejoinder, dated 16.2.2022 the complainant disagreed with the comments and repeated his earlier stance. The Superintending Engineer, Works & Services Jacobabad vide his letter dated 6.7.2023 addressed to the Executive Engineer, Highways Division Jacobabad stated that the scheme titled "Reconditioning of road from Miranpur Buriro to Jani Wandh Buriro U.C. Miranpur Buriro mile 0/0-0/2+475" at an estimated cost of Rs.7.350 m is included at Serial No. 7 of M&R works to be taken up in May 2023. On 9.12.2024 the Investigating Officer conducted a site visit in presence of Assistant Engineer, Highways Division Jacobabad and the complainant Mr. Allah Bux Buriro to see the on ground situation, and it was observed that the version of complainant was correct. The AXEN Highways Division Jacobabad submitted his statement dated 9.12.2024 that the repair of road Miranpur to Jani Wandh will be completed within 15 days and a report will be submitted alongwith photographs. The complainant appeared before the Investigating Officer on

29.1.2025 and stated that a portion of road has been repaired by the agency and they have assured him that the remaining work will be completed through ADP 2025-26. He therefore expressed his satisfaction and requested that the case may be disposed of accordingly due to the assurance made by the agency.

**Findings:**

4. In view of the above proceeding and the site visit it is quite evident that version of complainant as stated vide his application dated 17.9.2021 is correct and the concerned agencies were delaying the repair of the road , but then subsequent progress shows that the concerned Agency has taken up the repair work.

**Decision:**

5. I therefore, in exercise of power vested in my under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act-1991 (amended up to date), hereby direct the Deputy Commissioner, Jacobabad to get the repairing works, executed in next six months after completion of required codal formalities.

"Given under my hand and seal of office"

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 31st July, 2025

