



DECISION

Complaint No. : POS/1445/18/NFZ-15

Name and address of the complainant : Mr. Kandro Khan Abro,
R/o New Abro Mohallah, Village Daris,
Taluka Moro, District N'Feroze

Name of the Agency Complained against : Works & Service Department

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED UNJUSTIFIED REFUSAL TO CONSTRUCT
RCC CULVERT @ NEW ABRO MOHALLAH, MORO

THE COMPLAINT

Mr. Kandro Khan filed a complaint on 07.05.2018 stating therein that due to non-availability of RCC culvert across the road, stagnant drainage water in front of his house causes various diseases to the residents of New Abro Mohallah. He, therefore, approached the office of the XEN, Provincial Highways Division, N'Feroze for construction of RCC culvert there for crossing of drainage water through the main road but the XEN refused to construct the RCC culvert. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. 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). The matter was taken up with the XEN, Provincial Highways Division, N'Feroze for report vide letter dated 15.05.2018 followed by reminders. On 23.12.2019, report was received from the XEN, Provincial Highways Division, N'Feroze that culvert to cross the drainage water would be provided on release of M&R funds. The report was shared with the complainant for rejoinder vide letter dated 08.01.2020. On 16.01.2020, the complainant submitted his rejoinder in which he stated that the report of the XEN, Provincial Highways, N'Feroze was partially acceptable but on the other hand, millions of rupees have been utilized from two quarters of M&R budget 2019-20. The matter was fixed for hearing vide letter dated 22.01.2020. During hearing on 01.02.2022, the complainant submitted application that the drainage system of his muhallah has been constructed by

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Public Health Engineering Department, Moro but the main drainage line of his village was on the other side of the road. He, therefore, requested for construction of a small culvert to cross drainage water. On 23.05.2024, during the course of hearing, the XEN informed that practically, it was not feasible to construct culvert across the road and suggested that in order to resolve grievance of the complainant, sewerage of his mohallah (Abro Mohallah) could be connected with newly constructed drain of Public Health Engineering Department. On this arrangement, the complainant expressed satisfaction.

3. On 08.08.2024, the complainant appeared before the Investigating Officer and stated that on his request, an alternative, 300 feet drain has been constructed by the Highways Department out of its own sources. While expressing thanks, he requested for closing his complaint. In order to confirm the factual position the Investigating Officer visited the site on the very same day and found that construction of culvert across the main road was not feasible because in case it was constructed, people of the area would face difficulties due to accumulation of rain water on both sides of the road and its non-disposal could cause hindrance in smooth flow of traffic. Due to said reason and in order to resolve the matter once for all, the agency somehow arranged to get constructed proper drain measuring 300 feet outside the house of the complainant which also provides drainage facility to a large number of houses in the area and the said drain was connected with the main drain of Public Health Engineering Department.

DECISION

4. In view of the above, the complaint stands disposed of as redressed.

Link file POS/RO-NF-19/18-NFZ-16

Given under my hand and seal of Office.



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

Karachi, dated **30th** May, 2025