



## **DECISION**

**Complaint No.** : POS / 2156 / 2020 / 33 / KHS

**Name and address of the complainant** : Mr. Khalid Mallah Proprietor of M/s. S.K, Corporation, C/o Dr. Muhammad Juman, ArmyFlats, 3/1, AE Block Jacobline, Saddar, Karachi.

**Name of the Agency Complained against** : Works and Services Department

**Name & Designation of Investigating Officer** : Syed Maqsood Haider, Director, Regional Office South Karachi.

**Vetted by** : Rehana Ghulam Ali Memon, Advisor-H

**Subject** :

**NON-PAYMENT OF DUES AGAINST THE ELECTRIFICATION WORK DONE IN RURAL HEALTH CENTER DARYA KHAN MARI, DISTRICT NAUSHAHRO FEROZE.**

### **THE COMPLAINT:**

Mr. Khalid Mallah, Proprietor of M/s. SK Corporation, filed a complaint on 29-06-2020 regarding non-payment for the internal electrification work completed under Work Order dated 26-04-2019, at Rural Health Center (RHC) Darya Khan Mari, District Naushahro Feroze. He stated that although the work was executed as per agency's instructions and recorded in Measurement Book No.1236, the payment were not made as the scheme was dropped from the ADP 2019-20 and no efforts were made by the agency to include the scheme in ADP. Despite approaching higher authorities no action was taken. Therefore, he solicited the Provincial Ombudsman Sindh's intervention in this matter.

### **PROCEEDINGS:**

2. The complaint was admitted under Section 10 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date) by condoning delay and subject to submission of affidavit on Form "A". The complainant submitted the requisite documents and the matter was referred to the agency for comments/report.
3. In response, the Executive Engineer, Provincial Buildings Division, Shaheed Benazir Abad submitted his report vide letter dated 06-11-2020, confirming that the work titled "Renovation / Rehabilitation of RHC Darya Khan Mari, District Naushahro Feroze - Internal Electrification Work" was awarded to M/s. S.K. Corporation. The funds for the work were not released as scheme did not appear in the ADP 2019-20 and onwards. He added that payment will be made, subject to verification of the work executed by the contractor and after the scheme is included in the ADP and the necessary funds are released.
4. In his rejoinder dated 14-11-2020, the complainant reiterated that he has completed the work as per the agency's directions with measurements recorded in the agency's Measurement Book. He contended that the omission of the scheme from the ADP 2019-20 was a serious lapse on the part of the agency, which failed to take timely steps for inclusion of scheme in subsequent ADP. He requested to release the funds as soon as it is included in ADP.

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5. Later on scheme was revised and included in ADP 2022-23 and continued to appear in subsequent ADPs. At the hearing held on 24-12-2024, Mr. Naseer Ahmed Bhutto, Executive Engineer, Provincial Buildings Division, Shaheed Benazirabad, appeared in person and stated that the payment of bills from the allocation of ADP 2024-25 for the scheme had been processed and forwarded to the Treasury. However, disbursement was delayed due to the temporary non-functioning of the Treasury (A.G. Sindh). He also submitted a photocopy of the payment voucher in support.

6. It was revealed that the revised scheme was approved on 02.06.2023 and funds were released in Nov'24, due to nonfulfillment of codal formalities, hence delay occurred.

7. On 10-07-2025, the complainant, Mr. Khalid Mallah, submitted a letter confirming receipt of Cheque No.5603968 dated 03-01-2025, amounting to Rs.3,28,677/- issued by the office of the Executive Engineer, Provincial Buildings Division, Shaheed Benazirabad, as full settlement of his outstanding dues and expressed his sincere appreciation for the resolution of his grievance by the Office of Provincial Ombudsman Sindh.

**FINDINGS:**

8. I have gone through the case file and found that:

- (i) Maladministration on part of Health Department as evident from para-6 above, that the funds were released to the complainant 1 ½ years after the approval of scheme due to nonfulfillment of codal formalities.
- (ii) The complainant has confirmed receipt of the full and final payment, duly supported by a copy of the cheque hence the grievance stands resolved.

**DECISION:**

9. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby direct the Secretary to Government of Sindh, Health Department, Karachi to ensure timely completion of codal formalities after approval of scheme(s) to avoid occurrence of delay as discussed in para 8(i) above.

10. The complaint is disposed of as redressed.

*Given under my hand and seal of office*



**Sd /-**

**MUHAMMAD SOHAIL RAJPOT**

*Sitara-e-Imtiaz. PAS*

**Ombudsman, Sindh**

Karachi, dated <sup>30th</sup> July, 2025