



## DECISION

Complaint No. : POS/I737/TTA/15/2023  
POS/6212/TTA/49/2023

Name and address of the complainant : Mr. Dawood Shah Khan,  
R/o Gharibabad, Taluka Mirpur Sakro,  
District Thatta

Name of the Agency Complained against : Public Health Engineering Department

Name & Designation of Investigating Officer : Mr. Haroon Ahmed Khan,  
Regional Director, Thatta

Vetted by : Mr. Shahid Ahmed Hashmi,  
Consultant-Legal

Subject : NON-COMPLETION OF WATER SUPPLY  
SCHEME DESPITE UTILIZATION OF 60  
MILLION FUNDS.

### THE COMPLAINT:

Mr. Dawood Shah Khan on behalf of residents of Gharibabad, District Thatta, filed a complaint dated 24.02.2023 against Public Health Engineering, Thatta for their alleged failure to complete the water supply Scheme in various areas of Gharibabad, Thatta despite utilization of heavy funds of 60 Million. The scheme is still far from becoming functional. He, therefore, sought intervention of this Institution for the redressal of grievance.

### PROCEEDINGS:

2. The complaint was admitted. Notice was issued to the agency through concerned Executive Engineer. The Assistant Executive Engineer, PHED, Thatta, filed report dated 23.08.2023, denied the allegations while stating that the Scheme was approved with the cost of Rs.55.138 Million, not 60 Million as alleged and it has been completed upto 90%. However, the remaining 10% work was delayed due to unavoidable reasons like escalation of prices etc. Now, for want of completion as per approved plan, the Scheme is under revision. On the other side the Scheme to the extent of its completion is fully functional without any glitches or complaint and peoples are getting water through the Scheme.

3. Rejoinder was called. Complainant in his rejoinder dated 04.12.2023 termed the report partially incorrect, arguing that there are still areas being deprived of water. Reviewing both the reports, the Agency was directed to expedite completion of remaining work to facilitate the entire area as per scope of the scheme. Following intervention of this office, the stalled work resumed.

4. The matter remained under protracted correspondence with the agency to complete the outstanding work. Assistant Executive Engineer vide his report dated 10.04.2025 informed about the deadline for scheme completion, which was June 2025. Finally, a report dated 29.08.2025 has been received to this office stating that the Scheme has been completed in all respect and the areas pointed out by the complainant are getting adequate water supply. The report was accompanied with supportive photographs.

(2)

5. The agency's report was forwarded to the complainant for his confirmation remained unattended. He was contacted on his given number, which also proved to be futile.

**FINDINGS:**

6. The Agency vide its latest report dated 29.08.2025 confirmed about the completion of the scheme Water is being supplied to the areas earlier pointed out by the complainant in his rejoinder. The photographs attached with the report provided pictorial evidences that has not been contradicted by the complainant so far, implying the credence of the agency's report.

**DECISION:**

7. In view of the above, the instant complaint is disposed of as redressed.

8. Through this single order another complaint No. POS/6212/TTA-49/2023 filed by the similar complainant against the same agency on the same issue is also disposed of.

*"Given under my hand & seal of office"*



**Sd/-**  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh  
Karachi, Dated 7<sup>th</sup> October, 2025

