



DECISION

Complaint No. : POS/ROS/SKK-61/2015

Name and address of the complainant : Mr. Rahim Bux Mahar,
R/o. Village Mitho Mahar, Taluka & P.O Salehpat,
District, Sukkur

Name of the Agency Complained against : i. Public Health Engineering Department, Sukkur
ii. Town Officer, Town Committee, Salehpat, District Sukkur.

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N

Subject : **ALLEGED NON-FUNCTIONING OF R.O. PLANT OF WATER SUPPLY INSTALLED AT VILLAGE MITHO MAHAR, TALUKA SALEHPAT.**

COMPLAINT

Mr. Rahim Bux Mahar filed a complaint on 14.04.2015 alleging non-supply of drinking water to the village since last 05 years. He stated that a water supply scheme for village Mitho Mahar Taluka Salehpat was completed in 2008 but the same is not working due to non-maintenance by the agency. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The matter was taken up with the Town Officer, Town Committee Salehpat for report vide letter dated: 29.05.2015, followed by reminders. The Assistant Executive Engineer Town Committee Salehpat submitted report dated: 10.11.2015 wherein he informed that a R.O. plant installed at village Mitho Mahar is functioning and pure drinking water is being supplied to the residents of village.
3. The agency's report was sent to the complainant for rejoinder who in his rejoinder informed vide letter dated: 10.12.2015 that the water of R.O plant is on solar energy is working for only 6-7 hours during day time. He requested for water supply round the clock. He further stated that the walls and water tank are not being maintained / cleaned properly by the agency.
4. On 17.06.2025 the Investigating Officer, alongwith stakeholders visited the site and found that: *the two wells of old scheme of 2007-08 were intact, though motor had been stolen and water tank and pipelines needed repair. On the other hand R.O. Plant was non-functional reportedly since 2022-23, as the motor on solar system was out of order and shifted to Sukkur for repair by PHED. The villagers get water from nearby village, as such that the water sample was sent to laboratory which was found un-suitable for human consumption as laboratory report dated: 18.06.2025".*

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FINDINGS

5. The investigation of the complaint established maladministration against the agency on its failure to repair the motor pumps of solar system since 2022-23 due to which villagers are deprived of drinking water facility.

DECISION

6. In view of 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 Regional Director, Local Government Sukkur to ensure that the motors of R.O plant have been repaired and drinking water is provided to the villagers under intimation to this office within **45 days**, herein of.

Given under my hand and seal of office.

