



## **DECISION**

Complaint No. : POS/ROS/SKK-71/2024

Name and address of the complainant : Mr. Abdul Rehman & others,  
R/o. Bilawal Colony, Maka Goth,  
Near Degree College, Taluka new Sukkur

Name of the Agency Complained against : Municipal Commissioner,  
Municipal Corporation, Sukkur

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

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **FAILURE TO SUPPLY POTABLE WATER TO THE COMPLAINANTS.**

### **COMPLAINT**

Mr. Abdul Rehman and others, filed a complaint on 14.05.2024 and alleged non-provision of potable water in Bilawal Colony by the Municipal Corporation, Sukkur. They, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. The matter was taken up with the Municipal Commissioner, Municipal Corporation, Sukkur vide this office letter dated: 20.06.2024 followed by reminders. In response, the Technical Engineer Water Works submitted report dated: 24.10.2024 informing that the Municipal Corporation, Sukkur has planned to lay down 2" dia pipe line measuring approximately 2500 feet, out of which 1000 feet pipe line has been laid down and the remaining work would be completed within 20 days. He also submitted photographs of the site.
3. A copy of the said report was sent to the complainants for their rejoinder vide this office letter dated: 29.10.2024. In response, they submitted rejoinder dated: 31.10.2024 where they confirmed the laying down of the new water pipe line and requested for early completion of the work.
4. In pursuance, the progress report was called from the agency. In response, the Assistant Executive Engineer Water Works vide his report dated: 30.04.2025 informed that laying of the 2" dia line has been completed and supply of potable water has been restored in Bilawal Colony Maka Goth Golimar, Road Sukkur. He also enclosed the report of Technical Engineer, SMC, Sukkur.
5. A copy of the said report was sent to the complainants for their rejoinder vide this office letter dated: 13.05.2025 followed by reminders dated: 22.05.2025 and 03.07.2025. The Investigating Officer also tried to contact the main complainant on his given mobile number, but no response was received from them. From this, it is presumed that after resolution of the issue they have lost interest to pursue the matter.

**FINDINGS**

6. After intervention of this Institution, the 2" inches water pipe line has been installed and supply of the potable water to the residents of Bilawal Colony has been restored. Hence, no further action is required.

**DECISION**

7. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd /-**  
**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 25<sup>th</sup> August, 2025

