



## **DECISION**

**Complaint No.** : POS/3948/2022/HYD/282

**Name and address of the complainant** : Mr. Mohsin Akbar  
R/o Masoodani Filling Station, Total Parco, Phatak Road  
Jamshoro.

**Name of the Agency Complained against** : Executive Engineer, Public Health Engineering Division, Jamshoro

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Regional Director,  
Regional Office, Hyderabad.

**Vetted by** : Muhammad Naseer Jamali, Advisor-N

**Subject** : COMPLAINT AGAINST NON-SUPPLY OF  
POTABLE WATER TO THE AREA NEAR  
MASOODANI PETROL PUMP, RAILWAY PHATAK,  
JAMSHORO

### **Complaint**

Mr. Mohsin Akbar filed an online complaint dated 16.07.2022 wherein he alleged non-supply of potable water to the residents in the area of Masoodani Petrol Pump near Railway Phatak Jamshoro since last one month due to mis-management of Town Committee, Jamshoro. Aggrieved by that, he solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 07.09.2022 to the Executive Engineer, Public Health Engineering Division, Jamshoro for report, followed by reminders. The hearings in the matter were also conducted. The Executive Engineer, PHE Division, Jamshoro informed vide letter dated 10.02.2023 that the operation and maintenance of the subject water supply scheme has been transferred to the respective local council in pursuance of Government of Sindh notification dated 04.11.2022.

4. While the investigation in the matter was underway, the complainant vide written statement dated 18.10.2024 informed that his grievance has been resolved. He extended thanks to this Institution.

### **Findings**

5. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

### **Decision**

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



**- Sd \-**

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

Karachi, dated 27<sup>th</sup> November, 2024