



DECISION

Complaint No. : POS/9011/SKK-169/2023

Name and address of the complainant : Mr. Raees Ahmed and others,
R/o. House No.91/A, Shorai Street,
Old 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 : **COMPLAINT REGARDING NON-REPAIR OF WATER PIPE LINE.**

COMPLAINT

Mr. Raees Ahmed and others, filed a complaint on 07.11.2023 and alleged non-repair of a damaged pipe line at the point of connection at main line of supply in the area. They, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form 'A' and other relevant documents, the matter was taken up with the Municipal Commissioner, Municipal Corporation, Sukkur vide this office letter dated: 20.02.2024 followed by reminders dated: 27.03.2024. In response, the Technical Engineer Water Works, Municipal Committee, Sukkur submitted report dated: 16.04.2024 and informed that the technical team has repaired the damaged water pipe line. He also enclosed the photographs of the work carried out by them.
3. Later on, the complainants also submitted application dated: 17.04.2024 where they confirmed that their water pipe line has been repaired. Hence, they requested to close the case, as their grievance has been redressed.

FINDINGS

4. With the intervention of this Institution, the repair work of the water pipe line has been carried out as confirmed by complainants vide letter dated: 17.04.2024. Hence, no further action is required.

DECISION

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

Given under my hand and seal of office.



(Signature)
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 20th June, 2024