



DECISION

Complaint No. : POS/1884/2022

Name and address of the complainant : Mr. Sajid Ali Khoso, R/o Village Bazmal Khoso, Taluka Johi, District, Dadu.

Name of the Agency Complained against : Public Health Engineering Division, Dadu.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah, Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui, Advisor-B

Subject : **COMPLAINT AGAINST PUBLIC HEALTH ENGINEERING DIVISION DADU FOR NON-SUPPLY OF DRINKING WATER TO VILLAGE DINAR PANHWAR, TALUKA JOHI, DADU.**

THE COMPLAINT.

Mr. Sajid Ali Khoso, filed a complaint dated: 05 April, 2022, against Public Health Engineering Division Dadu, regarding non-supply of clean drinking water to his village Bazmal Khoso. The water line installed by the PHED since long is now totally non-functional. He approached the concerned authorities to resolve the grievance but all in vain. Being aggrieved by that, he solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted U/S 10 of the Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date) after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. The matter was taken up with authorities concerned vide this office's letter dated 04 October, 2022, followed by multiple reminders. In response, Executive Engineer (Dev) Public Health Engineering Division, Dadu vide letter dated 11 March, 2025, informed that he has prepared a detailed working estimates amounting to Rs. 8.224 (million) for construction of water supply scheme in Village Bazmal and has forwarded the same to the authorities concerned for necessary action at their end.

REJOINDER

4. The photocopy of the Agency's report was handed over to the complainant on 17 March, 2025 for filing of his rejoinder. In response, he has filed a written statement wherein he confirmed that upon the intervention of Ombudsman's Institution, the complainants' grievance has been redressed, therefore, he has requested for closure of the case.

FINDINGS

5. Perusal of the record revealed that grievance of the complainant was genuine but agency was delaying the matter. However, on the intervention of this Institution the grievance of the complainant has been resolved.

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 and consigned to record, as redressed.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 05th May, 2025