



DECISION

Complaint No. : POS/5042/2024/F-213

Name and address of the complainant : Mr. Shahnawaz Anwer Ali, R/o Saif Avenue Apartment, Plot No. 199, Violet Street, Garden East, Near Jamat Khana, Karachi.

Name of the Agency Complained against : Town Municipal Corporation (TMC) Jinnah Town

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F.

Vetted by : --

Subject : **ALLEGED INACTION BY AUTHORITIES AGAINST THE STRAY DOGS WHO ATTACKED TWO YEARS OLD DAUGHTER OF THE COMPLAINANT.**

THE COMPLAINT:

Mr. Shahnawaz Anwer R/o Flat No. 201, Plot No. 199, Saif Avenue Apartment, Violet Street, Garden East, Karachi in his online complaint received through Wafaqi Mohtasib Secretariat invited attention towards a serious issue of stray dogs in his area which have unfortunately bitten his two years old daughter. Further stating about the menace, he has apprehended that a significant risk persists to the safety of the residents, specially children and elderly persons and the community of the area as a whole. Due to several un-attended complaints addressed to the concerned quarters, he solicited intervention of this Institution.

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 up to date). The complainant submitted his CNIC and Affidavit etc.
3. Matter was taken up with the Town Municipal Commissioner, Town Municipal Corporation (TMC), Jinnah Town. During the hearing, the Municipal Commissioner confirmed that the grievance of the complainant has been resolved. He submitted report signed by Director (Sanitation), TMC Jinnah Town along-with copy of the letter of the complainant confirming the resolution of his grievance by the Respondents.
4. The complainant was also contacted telephonically who confirmed the redressal of his grievance and expressed his gratitude towards this Institution.

FINDINGS:

5. The grievance of the Complainant was genuine and got resolved on intervention of this Institution.

DECISION:

6. In view of above, the case stands disposed of as redressed.

Given under my hand and seal of office

Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 31st December, 2024

