



## **DECISION**

**Complaint No.** : POS/6152/2023/HYD/362

**Name and address of the complainant** : Syed Juman Ali Shah Bukhari s/o Syed Dost Ali Shah  
R/o H.No: 2095/14-15, Near Yousuf Road, U.C-27,  
Ward No: 04, Hyderabad.

**Name of the Agency Complained against** : i. Sindh Solid Waste Management Board (SSWMB), Hyderabad.  
ii. Municipal Commissioner, HMC, Hyderabad.

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

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

**Subject** : **COMPLAINT ALLEGING FAILURE TO LIFT GARBAGE/DEBRIS AND NON-MAINTENANCE OF MUNICIPAL SERVICES IN THE AREA OF SARFARAZ TOWN, HYDERABAD**

### **Complaint**

Syed Juman Ali Shah Bukhari filed a complaint dated 21.07.2023 wherein he stated that the agencies have failed to lift garbage and maintain municipal services in the area of UC-27, Sarfaraz Town Hyderabad. He approached the Town Chairman for redressal of their problems but to no avail. 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) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 21.09.2023 to the Deputy Director, SSWMB Hyderabad and Town Chairman, U.C No: 27 Hyderabad for report. In reply, the Deputy Director (OPS) SSWMB Hyderabad informed vide letter dated 03.10.2023 that the area is being cleaned on regular basis.
4. The complainant appeared before Investigating Officer Hyderabad on 01.11.2024 and filed a written statement that his grievance has been redressed and requested to withdraw his complaint.

### **Decision**

5. 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of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as withdrawn.

**Given under my hand and seal of the office**



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

**Karachi, dated 4<sup>th</sup> February, 2025**