



DECISION

Complaint No.: POS/4905/2022/F-79

Name and address of the complainant : Mr. Muhammad Anwar Qureshi, r/o R-1404, Sector A-1, Gulshan-e-Zahoor, Lines Area, Karachi.

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

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

Subject :- **ALLEGED INACTION ON THE COMPLAINTS REGARDING OVERFLOW OF SEWERAGE WATER CREATING PROBLEMS FOR THE RESIDENTS OF GULSHAN-E-ZAHOOR, LINES AREA, KARACHI.**

THE COMPLAINT:

Mr. Muhammad Anwar Qureshi filed a complaint received on 13.09.2022 stating therein that a Nallah filled with mud and sewerage water is overflowing on road in Gulshan-e-Zahoor, Lines Area, Karachi. The gutters of the street are also overflowing due to non-cleaning of Nallah causing inconvenience to the residents and school going children. He stated that on 01.09.2021 he made application to Executive Engineer, B&R, Administrator, Jamshed Town, Deputy Commissioner East, but of no avail. He therefore, 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).
- 3) The statements of complainant and Respondent were recorded on 08.10.2024. The Chairman Jinnah Town Municipal Corporation assured that he will get the Nallah cleaned up and will construct concrete cover over it and will also install street lights in the area. The complainant was satisfied with this response.

FINDINGS:

- 4) The complaint was genuine and the Chairman of the concerned TMC assured that the grievance will be redressed.

DECISION:

5) I, in exercise of the powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), hereby direct the Chairman, TMC Jinnah Town, Karachi to redress the grievance of the complainant as per his written commitment, within 45 days.

6) In view of above, the complaint stands disposed of accordingly.

Given under my hand and seal of office

Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 20th December, 2024

