



DECISION

Complaint No. :

POS/100/2024/KC

Name and address
of the complainant :

Mr. Muhammad Shahid Rafat Awan,
R/o. House No. G-24, Goharabad, Block-15, Near Nadeem
Sarwar Park, F.B. Area, Karachi.

Name of the Agency
complained against :

Town Municipal Corporation (TMC) Gulberg Town,

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**REQUEST FOR REPAIR/RECONSTRUCTION OF
STREET FROM HOUSE NO. G-24 TO G-35,
GOHARABAD, DASTAGIR SOCIETY, BLOCK-15,
FEDERAL "B" AREA, KARACHI**

COMPLAINT

Mr. Muhammad Shahid Rafat Awan lodged a complaint on 16.10.2024, stating that despite repeated requests to the concerned authorities, the road/street from House No. G-24 to G-35, Goharabad, Dastagir Society, Block-15, Federal "B" Area, Karachi, remained in a dilapidated condition and had not been repaired or reconstructed. He, therefore, sought the intervention of this office for resolution of the issue.

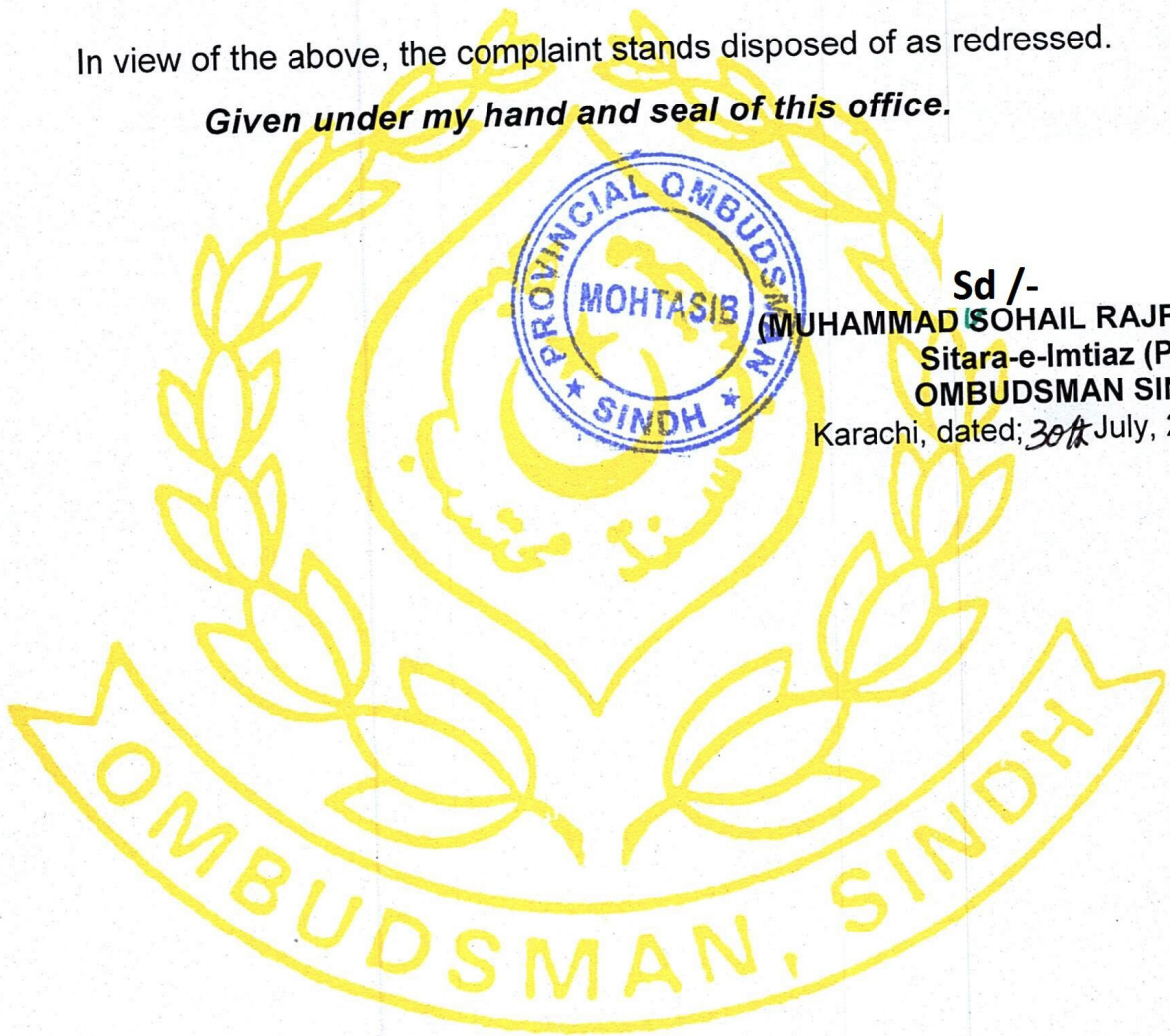
PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), with delay condoned. Upon submission of an affidavit on Form "A" by the complainant, the matter was referred to the concerned Agency.
3. During the hearing held on 10.12.2024, the representative of the Agency submitted a joint letter from the Legal Advisor and the Executive Engineer (B&R), Town Municipal Corporation (TMC), Gulberg Town, District Central, Karachi. It was stated that during a site visit, the complainant had requested paver work on the said road. He was informed that due to financial constraints, the work could not be undertaken immediately but would commence once funds became available. Subsequently, the Executive Engineer (B&R), via letter dated 14.05.2025, informed that an estimate for the required work had been prepared and the work would begin within 15 days.

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4. The Executive Engineer (B&R), TMC, Gulberg Town, Karachi, through another letter dated 02.07.2025, confirmed the completion of the paver work in the previous month. He also submitted photographs as evidence of the completed construction on the concerned street.
5. Earlier, the complainant, through his letter dated 18.06.2025, confirmed that the paver work on the said street had been completed and expressed gratitude to the Provincial Ombudsman Sindh for prompt action and effective resolution of the issue. He also appeared in person on 04.07.2025 and reaffirmed the completion of the required work.
6. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 30th July, 2025