



## **DECISION**

Complaint No. : POS/1896/22/ NFZ-17

Name and address of the complainant : Mr. Murtaza S/o Ghulam Mustafa Soomro,  
R/o Soomro Muhallah, Ward No.4,  
Naushahro Feroze

Name of the Agency Complained against : Town Committee, N'Feroze

Name & Designation of Investigating Officer : Ahmed Bakhsh Ghumro,  
Consultant/Incharge, Regional Office,  
Naushahro Feroze

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : **ALLEGED INACTION OF THE TOWN AUTHORITIES  
AGAINST COMPLAINANT'S NEIGHBOURS WHO  
LAID DRAINAGE PIPE IN THE STREET CAUSING  
PROBLEMS TO THE COMPLAINANT**

### **THE COMPLAINT**

Mr. Murtaza Soomro filed a complaint on 05.04.2022 alleging that his neighbourers M/s. Salahuddin Abbasi and Ghulam Murtaza Memon have laid drainage pipes in the street unauthorisedly thereby raising the level of their street by three feet. Resultantly, the main door of the complainant's house could not be opened. He claims to have approached the Town Officer and the Assistant Commissioner, N'Feroze but no action was taken by them to resolve his grievance. He, therefore, solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay and subject to submission of Affidavit on Form 'A'. After completing the codal formalities, the matter was taken up with the Town Officer, N'Feroze for comments on 12.05.2022. In response he reported that he had visited the site personally and found that allegations of the complainant against M/s. Salahuddin and Ghulam Murtaza Memon were correct. Thereafter, letter was written to him by the Investigation Officer on 31.05.2022 to take necessary corrective measures as per law and report accordingly.



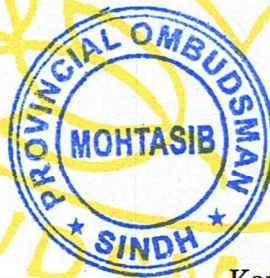
3. Subsequently, the T.O., submitted his report alongwith statements of both the parties that the issue has been settled and grievance of the complainant has been resolved. This report of the Agency was shared with the complainant for rejoinder on 05.01.2023. The complainant replied on 22.03.2023, whereby he disagreed with the Agency's report and informed that his grievance has not been resolved. In order to resolve the matter, hearing was held by the I.O. After discussion, the complainant and opponents mutually agreed to dismantle and reconstruct the street below the level of complainant's door.

4. Finally, the complainant as well as the representative of the Agency appeared before the Investigation Officer on 11.07.2023 and informed that the grievance of the complainant has been redressed. Therefore, the complainant while expressing his gratitude to this Institution requested to close the complaint.

#### DECISION

5. In view of the above, the complaint is disposed of as redressed and consigned to record.

**Given under my hand and seal of Office.**



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

Karachi, dated

**23rd** December, 2024