



DECISION

Complaint No. : POS/4238/22/NFZ-34

Name and address of the complainant : Mr. Noor Nabi,
Ward No.2, Muhallah Gulshan-e-Mukhtiar Colony,
Moro, District N'Feroze

Name of the Agency Complained against : Town Committee, Moro

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N'Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : COMPLAINT AGAINST TOWN COMMITTEE, MORO
CITING INSANITARY CONDITION/OVERFLOWING
OF SEWERAGE WATER AT WARD 2, GULSHAN-E-
MUKHTIAR COLONY, MORO DUE TO DELINQUENCY
OF SANITARY STAFF

THE COMPLAINT

Mr. Noor Nabi filed an online complaint on 10.08.2022 against Taluka Municipal Officer and Sanitary Incharge, Town Committee, Moro who despite having huge budget were not ensuring the cleanliness of sewers and streets of the Town. Resultantly, the sewers were blocked and sewerage water was overflowing which inundated the complainant's house and the surrounding area. He added that most of the staff and sanitary workers remained absent and fail to perform their duties. He, therefore, approached the TMO Moro for redressal of this public grievance but in vain. 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), condoning the delay in filing the complaint subject to submission of Affidavit on Form 'A', original signed complaint and copy of CNIC. For this purpose, a letter was issued to the complainant on 28.09.2022. After submission of the required document by the complainant, the matter was then taken up with the Chief Municipal Officer, Moro on 05.12.2022.

3. After further follow up, the Administrator, Municipal Committee, Moro reported on 08.02.2023 that the sanitary staff has been deputed on regular basis who had redressed the complainant's grievance. The Administrator also submitted photographs of the said area for evidence.

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4. The above report was shared with the complainant on 09.02.2023, for rejoinder, if any, followed by three written reminders. As no response was received from the complainant till 19.06.2023, the Investigation Officer contacted him on given cell phone. He then confirmed the redressal of his grievance and promised to send it in writing also but failed to do so.

DECISION

5. In view of the above, the complaint is disposed of as redressed..

Given under my hand and seal of Office.



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

18th

November, 2024

