



## **DECISION**

Complaint No. : POS/66/2024/HYD/44

Name and address of the complainant : Mr. Muhammad Rizwan,  
Shop No.01, Koh Noor Shopping Centre,  
Resham Bazar, Hyderabad.

Name of the Agency Complained against : Assistant Commissioner, Taluka City, Hyderabad.

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

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

Subject : COMPLAINT AGAINST ASSISTANT COMMISSIONER  
ALLEGING NON-REMOVAL OF ILLEGAL PATHARA IN  
FRONT OF SHOP OF THE COMPLAINANT

### **Complaint**

Mr. Muhammad Rizwan filed a complaint dated 15.12.2023 wherein he stated that some illegal patharas have been installed in front of his shop No.01, located at Koh-e-Noor Shopping Center, Resham Gali, Hyderabad. He asked them to remove their patharas but they hurled threats to him. He approached the Deputy Commissioner and Assistant Commissioner(s) Hyderabad for removal of patharas but to no avail. He therefore, 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" relevant documents and by condoning the delay.
3. This office issued a notice dated 01.02.2024 to the Assistant Commissioner, Taluka City Hyderabad and Director, Anti-Encroachment, HMC, Hyderabad for report, followed by reminders. The Assistant Commissioner, City Hyderabad informed vide letter dated 24.07.2024 that he alongwith concerned City Surveyor visited the site and removed the encroachments (Pathara) installed in-front of the shop of the complainant with the assistance of TMC Mian Sarfraz Town, Hyderabad. He also annexed photographs in this regard.
4. The complainant vide his statement dated 13.08.2024 confirmed the removal of encroachment i.e. patharas. He extended his gratitude to this Institution and requested to close the case.

### **Findings**

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

### **Decision**

6. 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 redressed.

*Given under my hand and seal of the office*



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

Karachi dated **31st** July, 2025