



DECISION

Complaint No. : POS/1918/2023/HYD/147

Name and address of the complainant : Mst: Syeda Shamim Ara d/o Muhammad Ameen
R/o H.No: F/24, Gari Khata, Qazi Qayoom Road,
Hyderabad.

Name of the Agency Complained against : Municipal Commissioner, Hyderabad Municipal Corporation,
Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Regional Director,
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST HYDERABAD MUNICIPAL CORPORATION ALLEGING NON-REMOVAL OF ILLEGAL ENCROACHMENT RAISED BY A NEIGHBOR OF THE COMPLAINANT

Complaint

Mst: Syeda Shamim Ara filed a complaint dated 27.02.2023 wherein she stated that her neighbor has encroached on the street by constructing a shop and thalla in front of her house which has disturbed her easement rights. She sent complaints to the Municipal Commissioner, HMC and Deputy Commissioner, Hyderabad for removal of illegally constructed shop and thalla but to no avail. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 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" and other relevant documents and by condoning the delay.
3. This office issued notice dated 27.03.2023 to the Municipal Commissioner, HMC, Assistant Commissioner City Hyderabad and Incharge Anti-Encroachment Cell, HMC Hyderabad for report. The Director, Anti-Encroachment Cell, HMC informed vide letter dated 06.06.2023 that the illegal encroachment in front of complainant's house has been removed.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 20.06.2023 who in response, informed that the encroachment has been removed partially. The rejoinder of the complainant was forwarded to the Director, Anti-Encroachment Cell, HMC for comments vide letter dated 05.07.2023 who in response, informed vide letter dated 18.07.2023 that the respondent himself has removed illegal encroachments and enclosed the photographs as an evidence.

(2)

5. The complainant appeared before Investigating Officer Hyderabad on 08.07.2024 and filed a written statement that her grievance has been redressed. She offered thanks to this Institution and requested to close further proceedings on her complaint.

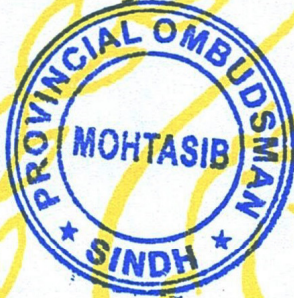
Findings

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

Decision

7. 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 10th January, 2025

