



## **DECISION**

Complaint No. : POS/85/KE-25

Name and Address of the Complainant : Mr. Ramzan Bhoio, R/o. House No. 02, 2<sup>nd</sup> Floor, Street No. 23, Near Al-Barkat Hotel, Ashraf Colony, Mehmoodabad, Karachi.

Name of the Agency Complained against : Town Municipal Corporation, Chanesar & Karachi Water & Sewerage Corporation

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :- **COMPLAINT REGARDING OVERFLOWING OF SEWERAGE WATER AND DUMPING OF GARBAGE AT STREET NO. 23, SITARA BAKERY, ASHRAF COLONY, MEHMOODABAD, KARACHI.**

### **THE COMPLAINT**

Mr. Ramzan Bhoio in his complaint dated 23.08.2024 stated that he resides in the Street No. 23, Sitara Bakery, Ashraf Colony, Karachi, where the sewerage system is in deteriorating condition and the widespread accumulation of garbage in the locality has made the life miserable for all residents. The sewerage system in Ashraf Colony has also been in a state of complete disarray since long, causing inconvenience to the residents. The overflowing sewage not only create foul smells but also pose health risks to the people living in the area. Additionally, garbage has been dumped at several places throughout the locality, with heaps of trash scattered in different corners. These piles of garbage attract stray animals, particularly dogs, which also become a threat to all residents. He stated that despite making numerous complaints to respective departments no department has come forward to attend these complaints, and as a result the situation is only worsening. The residents of the area are facing immense difficulties due to the unhygienic environment. He, therefore, solicited intervention of this office in the matter.

### **PROCEEDINGS**

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Director (Operations), SSWMB, District East, Karachi vide letter dated 24.02.2025 stated that the sewerage overflow complaint pertained to Karachi Water and Sewerage Board. The sewerage lines and M/hole of street No. 23 <sup>were</sup> completely blocked, causing overflowing sewage to inundate the whole area. The SSWMB report stated that once the choked sewerage lines are opened and stagnant pool of sewage is drained, the sanitary workers <sup>would</sup> be able to clear the heaps of garbage from the street. The SSWMB informed that Sanitary workers as well as three wheeler drivers and coolies were continuously working in the area, collecting garbage from the whole locality to keep the entire area of Union Council neat and tidy. The report added that Chairman of the UC is also satisfied with the performance of their operations team.

Contd.....



(2)

3. The complainant however, in his rejoinder dated 03.03.2025 stated that his complaint has not yet been attended as the garbage is still not removed and sewerage water is also over flowing in the street.

4. In order to sort out the issue the Investigating Officer fixed the case for hearing on 18.03.2025 when Syed Ali Asghar, AEE, KW&SC, Mr. Fayaz Ahmed Qazi, Director Operations and Mr. Amir Ahmed, Assistant Director, SSWMB appeared. During the course of hearing AEE informed that sewerage issue of the area has been resolved. The Director Operations assured that as sewerage issue has been attended, the garbage will be lifted. He was also advised to direct the sweepers / sanitary workers to lift garbage manually from back lane as well.

5. Subsequently, the complainant vide his rejoinder dated 19.05.2025 stated that his problem has been resolved upon the intervention of this office. He extended gratitude to this institution.

#### **FINDING**

6. As a result of timely intervention and pursuance by this Institution, complainant's grievance has been resolved.

#### **CONCLUSION**

7. In view of above, 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 01-07-, 2025