



DECISION

Complaint No. : POS/RO/63/2025/KHS

Name and address of the complainant : Mr. Mushtaq Ahmed,
R/o H. No. 290, Street No. 06, Sector-H, Area Awami
Colony, District South, Karachi.

Name of the Agency Complained against : TMC (Chanesar Town)

Name & Designation of Investigating Officer : Syed Maqsood Haider Naqvi
Regional Director (South)

Vetted by : Rehana Ghulam Ali Memon
Advisor-H

Subject : **COMPLAINT REGARDING NON-FUNCTIONAL
STREET LIGHTS IN THE VICINITY OF MANZOOR
COLONY AND MEHMOODABAD NALLAH.**

THE COMPLAINT:

Mr. Mushtaq Ahmed, representing residents of Manzoor Colony and Mehmoodabad, filed a complaint on 07.05.2025 stating that streetlights installed along the Mehmoodabad and Manzoor Colony Nallah have remained non-functional for years, plunging the area into darkness and resulting in frequent incidents of mobile snatching at gunpoint. Despite repeated requests and reminders, including an approved proposal forwarded by the Chairman Chanesar Town to the Lighting Department, no remedial action was taken. He, therefore, sought the intervention of the Ombudsman Sindh.

PROCEEDINGS:

2. After admission of complaint on 14.05.2025 by condoning delay 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, The Executive Engineer (M&E) Chanesar, vide letters dated 20-05-2025 and 12-08-2025, stated that a site survey and estimate had been prepared, and the scheme for installation of streetlights was included in ADP at S. No.938 for implementation in FY 2025-2026.

3. In his rejoinder dated 17-09-2025, the complainant acknowledged that, through the intervention of the Ombudsman's Office, streetlights in the area had been restored. He expressed gratitude and requested to close the case as his grievance had been fully redressed.

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FINDINGS:

4. In view of the facts stated and confirmation by the complainant, it is established that the grievance regarding restoration of streetlights has been fully redressed through the intervention of this Institution.

DECISION:

5. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

Given under my hand and seal of office

Sd/-

Muhammad Sohail Rajput
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 8th October, 2025

