



DECISION

Complaint No. : POS/418/2024/Hyd/RM-239

Name and address of the complainant : Mr. Habib-ur-Rehman,
House No.24, Mansoor Colony,
Tando Allahyar.

Name of the Agency Complained against : Chief Municipal Officer, Municipal Committee, Tando Allahyar

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

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

Subject : COMPLAINT AGAINST MUNICIPAL COMMITTEE, TANDO ALLAHYAR ALLEGING NON-REPAIR OF SEWERAGE DRAIN WHICH RESULTED IN OVERFLOWING OF SEWERAGE WATER

Complaint

Mr. Habib-ur-Rehman filed a complaint dated 10.07.2024 wherein he stated that the sewerage line in front of Gulzar Habib Masjid, Abbas Bhai Colony Tando Allahyar has been damaged since long, which resulted in overflowing of sewerage water in the colony. He approached the Chief Municipal Officer, Municipal Committee, Tando Allahyar for repair of sewerage drain but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 01.08.2024 to the Chief Municipal Officer, Municipal Committee, Tando Allahyar for report, who in response informed vide letter dated 17.04.2025 that the sewerage drain in the vicinity of Masjid Gulzar-e-Habib, Abbas Bhai Colony, Tando Allahyar has been repaired and he enclosed the photographs of the site as an evidence. Subsequently, the Regional Director, Regional Office, Mirpurkhas encamped open katchehri at Tando Allahyar on 09.07.2025 and visited the site alongwith complainant and Municipal Engineer. He found that drainage lines were repaired and properly working. The complainant vide letter dated 25.08.2025 confirmed the redressal of his grievance and thanked this Institution.

Findings

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

Decision

5. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date) the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



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

Karachi, dated 11th September, 2025