



DECISION

Complaint No. : POS/ROM/134/2024/RM-117
POS/ROM/08/2025/RM-05

Name and address of the complainant : Mr. Muhammad Javed R/o. House No.180, mohalla Mehar, near Ghosia Masjid Rahim Nagar, Mirpurkhas.

Name of the Agency Complained against : Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) Mirpurkhas.

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

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N

Subject :

COMPLAINT AGAINST TOWN MUNICIPAL CORPORATION, ALLEGING FAILURE TO MAINTAIN THE MUNICIPAL SERVICES IN THE MOHALLA NEAR GHOSIA MASJID, ISMAIL SHAH COLONY, MIRPURKHAS.

COMPLAINT:

Mr. Muhammad Javed filed a complaint dated 04-09-2024 wherein he alleged non-maintenance of municipal services, the solid waste is not being lifted, nor the sanitary workers clean the mohalla on daily basis near Ghosia Masjid, Ismail Shah Colony. He sent complaints to the Chairman, Town Municipal Corporation but no action has been taken by the agency. 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 notice dated 05-09-2024 to the Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) for report, who in response informed vide letter dated 01.01.2025 that the matter pertains to Town Municipal Corporation, Syed Khadim Ali Shah Town, Mirpurkhas.
4. The case was heard on 14-01-2025, attended by the Assistant Director (Sanitation) Town Municipal Corporation, Syed Khadim Ali Shah Town and the complainant. A special team was deputed for the inspection of the area which submitted report on 15.01.2025 that the sewerage drains have been desilted and the mohalla has been cleaned. The complainant filed a written statement that the agency has taken effective measures to maintain municipal services in the area and his grievance has been redressed. He requested that this should be continued on regular basis.

FINDINGS:

5. On the intervention of this Institution, the 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 Ombudsman for the Province of Sindh, Act 1991 (amended up to date), I, hereby direct the Chairman, Town Municipal Corporation, Syed Khadim Ali Shah Town, District Mirpurkhas to ensure the maintenance of municipal services on regular basis.

This also disposes of another case bearing No.POS/ROM/08/2025/RM-05, filed by same complainant, against same agency on same subject matter.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated 4th February, 2025

