



## **DECISION**

Complaint No. : POS/4751/KE-402/24

Name and Address of the Complainant : Mr. Abdul Mujeeb, R/o. House No. R-144, Shaheed Makhdoom Bilawal Village, Scheme 33, Karachi.

Name of the Agency Complained against : TMC East

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

Subject :- **COMPLAINT AGAINST ENCROACHMENT ON ROAD BY HOTELS, VEGETABLE/FRUIT SELLERS AND BY PARKING OF RICKSHAWS IN AREA OF RESIDENCE OF THE COMPLAINANT CAUSING PROBLEMS.**

### **THE COMPLAINT**

Mr. Abdul Mujeeb in his **online** complaint dated 14.10.2024 that he is resident of House No. R-144, Shaheed Makhdoom Bilawal Village, Scheme 33, Karachi. He stated that front portion of his society road is encroached by rickshaw parking, fruit and vegetable sellers and owner of restaurants. He stated that despite having lodged several complaint's via citizen portal to the concerned departments, no action has been taken. He, therefore, solicited intervention of this office for redressal.

### **PROCEEDINGS**

2. The complaint was **conditionally** admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), subject to submission of original signed complaint, copy of CNIC and mandatory affidavit on Form "A". Accordingly, the complainant under letter dated 18.11.2024 was advised to complete formalities.
3. Meanwhile, being general public interest matter, the complaint was referred to the Agency for comments. In response the Legal Advisor, TMC Safoora, Karachi, vide letter dated 05.02.2025 reported that subject encroachment has been removed from that area.
4. Subsequently, Mr. Akhtar Abbas DSP Traffic Airport appeared before the Investigating Officer on 27.02.2025. He was advised to ensure vigilant presence of his staff to prevent such recurrence and ensure its timely removal before these get permanent.

### **FINDING**

5. As a result of intervention by this Institution, complainant's grievance has been resolved.

### **CONCLUSION**

6. In view of the 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 12-06-, 2025