



## **DECISION**

**Complaint No.** : POS/38/2024/KM/KW

**Name and address of the complainant** : Mr. Muhammad Iqbal Nini, Plot No. S-101, SITE, k Gulbai, Karachi.

**Name of the Agency Complained against** : Sindh Industrial Trading Estate

**Name & Designation of Investigating Officer** : Mr. Aftab Ahmad Khatri,  
Director, Regional Office, Keamari (west).

**Vetted by** : Mr. Rafizzuaman Siddiqui,  
Advisor-B

**Subject** : COMPLAINT AGAINST FAILURE TO CLEAN THE SEWERAGE AND DRAINAGE LINES IN SITE AREA, KARACHI.

### **COMPLAINT**

Mr. Muhammad Iqbal filed a complaint on September 25, 2024, wherein he alleged blockage of sewerage and drainage lines near his Plot No. S-101, SITE, Karachi. He reported that the obstruction has caused sewerage water to overflow on the road and towards his factory, damaging infrastructure and posing serious health risks. Despite approaching the relevant authorities, no action has been taken by the agency. He therefore, requested for intervention.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after completion of codal formalities.
3. The matter was taken up with the agency vide letter dt: 26.09.2024. In response the Estate Engineer (B&R), Sindh Industrial Trading Estate, informed vide letter dated 08.10.2024 that the site was visited along with field team of Sindh Solid Waste Management. It was found that the encroacher had covered the drain with RCC storm water structure. The Estate Engineer confirmed that directives had been issued, urging the encroacher to restore the drain within 7 days. In case of failure to do it, the SITE Ltd. will take action to remove the obstruction, with the encroacher being held liable for all associated costs.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated: 16.10.2024 who appeared before the Investigating Officer Keamari, on 04.11.2024 and stated that his issue has been resolved. He has requested for closure of his complaint.

### **FINDINGS**

5. On the intervention of this Institution, the complainant's issue has been resolved.

### **DECISION**

6. In view of the above, the complaint is disposed of as redressed.

*Given under my hand and seal of office.*



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 19<sup>th</sup> November, 2024