



DECISION

Complaint No. : POS/526/2025/HYD/52

Name and address of the complainant : Mr. Iftikhar Ahmed Pathan, R/o H.No.179/1, Talab No.03, Mohalla Din Ali Shah City, Hyderabad.

Name of the Agency Complained against : Director, Sindh Environmental Protection Agency (SEPA) Hyderabad

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.

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

Subject : COMPLAINT REGARDING ILLEGAL WORKING OF SHOE FACTORY IN RESIDENTIAL PREMISES CAUSING PROBLEM TO THE RESIDENTS OF THE AREA

Complaint

Mr. Iftikhar Ahmed Pathan filed a complaint dated 29.01.2025 wherein he alleged illegal establishment of a shoe factory at mohalla, Din Ali Shah City Talab No.3, Hyderabad by Abdul Majeed without any license or permission from concerned department. He further alleged that such type of commercial activities are creating public nuisance in the residential area. He stated that he approached the local police, SBCA and the District Administration and after hectic efforts, he succeeded in getting the illegal business sealed but the owner has again managed to start the illegal business of shoe making. Being aggrieved, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents by condoning delay.
3. This office issued a notice dated 04.02.2024 to (i) the Regional Director, SBCA Hyderabad, (ii) Deputy Director, Sindh Environmental Protection Agency (iii) the Assistant Commissioner Taluka City Hyderabad (iv) the Municipal Commissioner, HMC and (v) SHO, PS Phulleli for report, followed by a hearing held on 14.02.2025.
4. The Deputy Director (SEPA) informed during the course of hearing that the SEPA team had visited the site on 10.02.2025 in order to verify the grievance of the complainant. He also submitted visit report alongwith photographs. A copy of the said report was handed over to the complainant for submission of rejoinder. The Deputy Director further informed that they have called the parties on 19.02.2025 for hearing the contention of both parties and assured to submit progress report on next date of hearing.

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5. Subsequently, the Assistant Director (Law) SEPA, Regional Office, Hyderabad informed vide report dated 18.04.2025 that site was again visited on 08.04.2025 by the monitoring team of SEPA, in order to verify the current status and found that site was empty and shoes factory was closed there.

6. Eventually, the complainant appeared on 21.04.2025 before the Investigating Officer, Regional Office, Hyderabad and recorded his statement that alleged shoe factory has been closed on the intervention of this Institution. He extended thanks and requested to close the case.

Findings

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

Decision

8 In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands 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 7th August, 2025