



DECISION

Complaint No. : POS/5184/2024/KM/KW

Name and address of the complainant : Mr. Zulfiqar R/o House No. 333, Sector 7/B, Orangi Town, Karachi.

Name of the Agency Complained against : Town Municipal Commissioner, Town Municipal Corporation (TMC) Orangi Town, Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari /West.

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

Subject : **COMPLAINT AGAINST TOWN MUNICIPAL CORPORATION ALLEGING FAILURE TO COVER THE MANHOLES.**

COMPLAINT

The online complaint of Mr. Zulfiqar was forwarded to this office by the Additional Registrar, Wafaqi Mohtasib (Ombudsman) Secretariat, Karachi vide letter dated. 22.10.2024. The complainant stated that the covers of mainholes are broken in Sector 7-B, Orangi Town, Karachi. Aggrieved by that, he solicited intervention of this institution.

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 receiving mandatory affidavit on Form-A, other relevant documents and by condoning the delay.
3. This office issued a notice to the Town Municipal Commissioner, TMC, Orangi Town, Karachi for report vide letter dated. 02.01.2025. The complainant appeared before Investigating Officer, Keamari on 16.01.2025 and filed a written statement that his grievance has been redressed. He requested to close further proceedings on his complaint.

FINDINGS

4. On the intervention of this Institution, the 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 the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), 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; 7th February, 2025