



DECISION

Complaint No. : POS/77/2024/KM (W)

Name and address of the complainant : Mr. Haziq Iqbal R/o. House NO. 178, Sector E-9, Orangi Town, Karachi.

Name of the Agency Complained against : Director General, Sindh Environmental Protection agency (SEPA), Karachi.

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

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

Subject : **ALLEGED INACTION OF THE AGENCY ON THE GRIEVANCE OF NOISE POLLUTION IN THE RESIDENTIAL AREA OF THE COMPLAINANT.**

COMPLAINT

Mr. Haziq Iqbal filed a complaint dated 02.01.2025 wherein he stated that he is facing noise pollution due to an illegal commercial activity of a shop facing his house. He sent complaints to the concerned agency for redressal of his grievance but to no avail. 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 relevant documents, mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice dated 06.05.2022 to the Director General, Sindh Environmental Protection Agency (SEPA), Karachi for report, followed by a reminder. This office issued summons for report and attendance of concerned SEPA officer through police. Finally, the Deputy Director (Technical), Sindh Environmental Protection Agency (SEPA), Karachi informed vide letter dated 16.07.2025 that the complainant was contacted and he informed that his grievance has already been redressed.
4. The complainant appeared before Investigation Officer on 17.07.2025 and filed a written statement that his grievance has been redressed.

FINDINGS

5. On the intervention of this Institution, 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 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: 6th August, 2025