



DECISION

Complaint No. : POS/5260/2022/HYD/336

Name and address of the complainant : Mr. Naeem Ahmed s/o Muhammad Yameen
R/o H.No: 450, Khanzada Mohalla, Near Noorani Masjid,
Tando Haider, Hyderabad.

Name of the Agency Complained against : Hyderabad Municipal Corporation (HMC)

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

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

Subject : COMPLAINT AGAINST THE AGENCY ALLEGING
FAILURE TO REPLACE THE DAMAGED/OUT OF ORDER
SOLAR LIGHTS IN THE AREA OF UC-71, TANDO HYDER,
HYDERABAD

Complaint

Mr. Naeem filed a complaint dated 13.09.2022 wherein he stated that he had filed a complaint before Commissioner, Hyderabad Division for replacement of damaged and out of order solar lights in the area of UC-71, mohallah Tando Hyder but he did not get any response. Aggrieved by that, 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 Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued a notice dated 20.12.2022 to the Additional Director-I, Local Government Department, Hyderabad and Municipal Commissioner, HMC Hyderabad and Secretary, U.C-71 Tando Hyder Hyderabad for report, followed by reminders. The case was heard on 20.09.2024, attended by the Executive Engineer, Hyderabad Municipal Corporation who informed that faulty and non-functional solar lights have been repaired / replaced and grievance of the complainant has been redressed.
4. The complainant was contacted on cell No: 0315-2172825 who informed that his grievance has been resolved by the agency.

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 Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto 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 17th October, 2025