



DECISION

Complaint No. : POS/111/2025/KM (W)

Name and address of the complainant : Mr. Muhammad Mustaqeem Khan, Flat No. 1256, Sector L-10, Mohallah Rabbi Colony, Orangi Town, Karachi.

Name of the Agency Complained against : Town Municipal Corporation, Orangi Town, District West, 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 REGARDING NON-CLEANING OF SEWERAGE DRAIN AND FAILURE TO PUT COVERS ON MANHOLES IN MOHALLA RABBI COLONY, ORANGI TOWN.**

COMPLAINT

Mr. Muhammad Mustaqeem Khan filed a complaint dated 09.05.2025 wherein he stated that he approached the agency for cleaning the sewerage drain and putting covers on manholes at his mohalla 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 mandatory affidavit on Form-A, other relevant documents and by condoning the delay.
3. This office issued a notice dated 19.05.2025 to the Municipal Commissioner, TMC Orangi Town, Karachi for report followed by a reminder but he did not respond. This office issued summons of Municipal Commissioner, TMC Orangi Town for report and attendance vide dated 01.07.2025.
4. In the meantime, complainant informed vide letter dated 22.07.2025 that his grievance has been redressed by the agency. He extended gratitude to this office and requested to close further proceedings on his complaint.

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, in the exercise of powers vested in me under Section 11 of the Establishment of 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