



## **DECISION**

Complaint No. : POS/2192/2023/ KM/KW

Name and address of the complainant : Mr. Nadeem Ihsan, Managing Director, M/s Ihsan Sons (Pvt) Ltd, Plot No. F-207, Textile Avenue, Off. GCT College, Road, SITE, Karachi.

Name of the Agency Complained against : (i) Managing Director, M/s. Sindh Industrial Trading Estate (SITE), Karachi.

Name & Designation of Investigating Officer : (ii) Managing Director, Sindh Solid Waste Management Board (SSWMB), Karachi.

Vetted by : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Subject : Mr. Muhammad Naseer Jamali, Advisor-N

### **COMPLAINT AGAINST M/S S.I.T.E. LTD ALLEGING FAILURE TO LIFT THE GARBAGE / DEBRIS AND DESILT THE SEWERAGE DRAIN IN SITE AREA.**

#### **COMPLAINT**

Mr. Nadeem Ihsan, Managing Director M/s Ihsan Sons (Pvt) Limited filed a complaint dated 16.03.2023 wherein he stated that a sewerage drain exists adjacent to his industrial plot No. F-320, SITE, Karachi. The sewerage drain is filled with garbage and debris due to failure of the agency to desilt the same. During the rains, the rain water overflows on his plot and infrastructure of his factory is damaged. He approached the agency repeatedly for desilting the sewerage drain but no action has been taken. 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 multiple notices to the Managing Director, SITE and Managing Director, Sindh Solid Waste Management Board Karachi for report. The Estate Engineer, M/s. SITE Ltd informed vide letter dated 08.01.2024 that a Memorandum of Agreement (MOA) was signed between Sindh Solid Waste Management Board (SSWMB), M/s. SITE Ltd and SITE Association of Industry (SAI) vide dated 12.05.2023 wherein the responsibility to lift the garbage / debris from the sewerage drain lies upon SSWMB.

4. This office issued a notice dated 11.01.2024 to the Managing Director, SSWMB for comments/ report. In response, the Executive Director, SSWMB informed vide letter dated 01.10.2024 that the SSWMB is responsible for lifting garbage, manual sweeping and cleaning the drains through machinery / excavators but the SITE Ltd should remove the encroachments adjacent to the sewerage drain in order to make space for movement of excavator machine.



5. The report of the SSWMB was forwarded to the Managing Director, SITE Ltd for doing the needful vide letter dated 20.02.2025. In response, the Executive Engineer, SITE Ltd admitted the contention of SSWMB and informed that the width of the sewerage drain is about 20 feet, surrounded by the industrial plots i-e F/207, LC-2A/1, F/320, F/320A, F/306, F/324 and F/384. However, the drain is non-functional since long due to dumping of solid waste and non-availability of space for moving of excavator machine in order to desilt the sewerage drain.

**FINDINGS**

5. The agencies i-e M/s SITE Ltd and SSWMB have admitted the problem that the sewerage drain has not been desilted since long as the location is not accessible for heavy machinery / excavators etc.

**DECISION**

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), I, hereby direct the Managing Director, SITE Ltd and Managing Director, SSWMB to depute a technical team at site and desilt the sewerage drain in consultation with the industrial plot owners located on both sides of sewerage drain under intimation to this office within 30 days.

*Given under my hand and seal of the office*

**Sd /-**

**(Muhammad Sohail Rajput)**  
**Sitara-e-Imtiaz. PAS**  
Ombudsman, Sindh

Karachi, dated 6<sup>th</sup> August, 2025

