



DECISION

Complaint No. : POS/4154/KE-342/24

Name and Address of the Complainant : Mr. Muhammad Ahmed and others, R/o. Jamia Masjid Khanqah Warsiya, Warsi Road, Model Colony, UC-1, Model Town, Karachi.

Name of the Agency Complained against : Town Municipal Corporation Model Colony, Karachi

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **FAILURE TO REPLACE OUT OF ORDER STREET LIGHTS OUTSIDE JAMIYA MASJID WARSII, MODEL COLONY, KARACHI.**

THE COMPLAINT

Mr. Muhammad Ahmed and others in their complaint dated 12.09.2024 stated that street lights outside Jamia Masjid and Khanqah Warsiya situated at UC-1, Warsi Road, Model Colony have gone out of order and need to be replaced. They expressed concern that the lack of proper illumination in the area is causing inconvenience to namazis, particularly when offering funeral prayers outside the mosque. The residents complained that absence of street lights has contributed to an increase in street crimes, including incidents of motorcycle theft. Complainant alleged that despite submitting multiple applications to the TMC authorities, no action has been taken. They, therefore, solicited intervention of this office for redressal of their grievance.

PROCEEDINGS

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Executive Engineer, M&E, Town Municipal Corporation, Model Colony, Karachi vide letter dated 05.11.2024 stated that upon receiving complaint regarding street lights at above site, M&E Department TMC Model Colony has installed Street Lights at above site during the holy month of Rabi-ul-Awwal. Report stated that after addressing such grievance, the administration of Masjid Warsi (Khanqah-Wa-Jame Masjid) also furnished a letter of thanks dated 01.11.2024 to the TMC administration.
3. The complainant in his rejoinder dated 06.02.2025 stated that TMC has installed only two street lights and obtained letter of appreciation from the management of Masjid. However, street lights on remaining poles have not been installed.
4. To sort out the issue the Investigating Officer fixed the case for hearing on 29.05.2025 when Mr. Muhammad Amir, Executive Engineer, TMC, Model Colony appeared and furnished report dated 26.05.2025 that the lights as required by Khanqah have been energized. The complainant was also present and confirmed statement furnished by Agency. He, while extending gratitude requested to close the proceedings.

Contd.....

FINDING

5. As a result of intervention and pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

6. In view of above, 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 01-07-2025

