



## **DECISION**

Complaint No. : POS/9999/KE-599/2023

Name and Address of the Complainant : Mr. Absar Hasan Khan, (Lt. Commander Pakistan Navy)  
R/o. House No. 26, Block-1, KAECHS, Karachi.

Name of the Agency Complained against : DMC East / KW&SC

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

Subject :- **COMPLAINT REGARDING NON-REPAIR OF ROAD IN FRONT OF HOUSE OF THE COMPLAINANT.**

### **THE COMPLAINT**

Mr. Absar Hasan Khan in his complaint dated 20.12.2023 stated that KW&SC authorities carried out excavation work for replacement of sewerage pipes in front of his house during the month of July/August 2023. After completion of work, debris were not removed nor the broken road was carpeted, resultantly causing inconvenience to the residents and obstructing smooth flow of traffic. The complainant stated that despite his continuous follow-up with concerned authorities, over 5 months have passed, but the broken patch of road has not been repaired. He, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Legal Advisor, TMC Chanesar Karachi, vide letter dated 10.05.2024 stated that the said complaint has been resolved as B&R Department TMC Chanesar have carpeted, the said patch of road at "Khuwaja Moeenuddin Chishty" Road, in front of house of complainant.

3. Subsequently, complainant vide his letter dated 16.05.2024 also confirmed that as a result of our prompt action, the subject road has been repaired and general cleaning of the area has also improved satisfactorily. He also extended gratitude to this Institution.

### **FINDING**


4. Upon the intervention of this Institution, complainant's grievance regarding repairing / carpeting of road has been attended and thus the complaint has successfully been redressed.

### **CONCLUSION**

5. In view of the above, the complaint is disposed of as redressed.

*Given under my hand and seal of the office*



  
Muhammad Sohail Rajput  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 08 July, 2024