



## **DECISION**

Complaint No.	:	POS/768/2025/NWS-33.
Name and address of the complainant	:	Mr. Kashif Ali, R/o Date Palm Tree, VIP Road, Bhangwar Colony, Taluka Nawabshah, District Shaheed Benazirabad.
Name of the Agency Complained against	:	M.C Nawabshah.
Name & Designation of Investigating Officer	:	Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.
Vetted by	:	Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.
Subject	:	<b><u>DELAY IN REPAIR OF DAMAGED MANHOLES AND COVERS AT VIP ROAD, BHANGWAR COLONY.</u></b>

### **THE COMPLAINT:**

Mr. Kashif Ali filed an online complaint dated 22.01.2025 wherein he stated that several manholes in his colony were broken causing sewerage water to overflow and stagnate in the area. He also added that absence of covers on the manholes is posing a serious safety danger for children who are at risk of falling into open drain. Being aggrieved, he had approached the concerned Agency 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 copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued a notice to the Municipal Commissioner, District Shaheed Benazirabad vide letter dated 04.03.2025 seeking a report on the matter. Despite repeated follow-ups through telephone, no written response was received. However, during a telephonic conversation held on 26.03.2025, the Municipal Commissioner verbally informed that repair work on the damaged manholes is in progress.
4. The complainant voluntarily appeared before the Investigation Officer on 12.04.2025 and filed written statement of the date that broken/damaged manholes have been repaired by the concerned Agency and his grievance is resolved. He expressed his thanks to this Institution.

### **FINDINGS:**

5. On the intervention of this Institution, the Agency has redressed the grievance of the complainant.

### **DECISION:**

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

*Given under my hand and seal of office*



*Sd/-*

**(MUHAMMAD SOHAIL RAJPUT)**

*Sitara-e-Imtiaz. PAS*

Ombudsman Sindh

Karachi, dated 2nd September, 2025