



DECISION

Complaint No. : POS/20/2020/Adv-M

Name and address of the complainant : Mr. Muhammad Saeed, House No. A-47, Block-D, North Nazimabad, Karachi.

Name of the Agency Complained against : i) Town Municipal Corporation New Karachi.
ii) Karachi Metropolitan Corporation

Name & Designation of Investigating Officer : Mir Hussain Ali
Advisor-M

Vetted by :

Subject : COMPLAINT AGAINST OVER FLOW OF RAIN NULLAH AND ACCUMULATION OF DEBRIS IN SECTOR 5-D, NORTH KARACHI.

Complaint:

The complainants Muhammad Saeed and others, residents of Block 82 Sector 5-D, New Karachi, filed their complaint in January 2020, about the deplorable status of the stormwater drain constructed on Road 5100 in Blocks 78 to 84, which frequently overflows because the sewerage connections have been connected to this storm water drain and the drain has totally collapsed at various points. They requested the intervention of this Institution for the redressal of their grievance.

Proceedings.

2. After due registration of the complaint, it was referred to the agencies for report, vide a number of letters. The Municipal Commissioner, District Municipal Corporation Central vide his letter No. MC/PS/DMC/C/4560/2021 dated 17th November, 2021 reported that a fresh estimate for repair of the stormwater drain amounting to Rs.1,826,600 is being processed for tendering.
3. The complainants kept on submitting applications about the precarious situation prevailing in the area. Despite numerous reminders, there was no progress in the rehabilitation of the storm water drain, nor any report was submitted
4. In the hearing held on 17th July 2025, the Municipal Commissioner, Town Municipal Corporation, North Karachi attended and submitted a report of the Additional Director (Sanitation) in which he stated that on surveying the area, it has been observed that the storm water drain on Road No. 4400 has not been used for the past 20 years and is completely clogged. Resultantly, a greenbelt has developed over it. This drain is connected with the storm water drain on Road No. 5100.
5. Accordingly, the Investigating Officer visited the area on 27th August, 2025, alongwith the Municipal Commissioner and inspected the storm water drain on Road No. 5100 which had collapsed at various places and was clogged too. At some points it was covered with slabs and at some places it was totally covered with trees growing on it. The Sewerage system of neighboring houses and flats sites were all connected to this storm water drain which had the potential to overflow when sewerage or rain water flows in abundance. The storm water drain on Road No. 4400 was totally invisible as a greenbelt had grown over it.

Findings:

6. In view of the above proceedings it is quite clear that the storm water drains constructed in New Karachi nearly 50 years ago have all collapsed or are totally covered by green belts and muddy surfaces. Further, all sewerage connections have been connected to these storm water drains. Similarly, the sewerage system of the area has also been affected over the years and has been attended for rehabilitation or repair on an adhoc basis without any proper consultation and action plan.

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Decision:

As such, in exercise of powers vested in me under Section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, I do hereby direct the Additional Chief Secretary, Local Government Department to initiate necessary action as follows:

- i. Get PC-II prepared and approved for engaging Consultants to examine existing condition of storm water drainage and sewerage in all sectors of New Karachi and propose an action plan for their rehabilitation / reconstruction earmarking the roles of Karachi Metropolitan Corporation, Karachi Water & Sewerage Corporation, and Town Municipal Corporation, within six weeks.
- ii. Based on the reports of the consultants, a PC-1 or PC-1's be prepared and got approved for taking up the rehabilitation work by the concerned agencies within another six weeks thereof.
- iii. Implementation be taken up on priority and keeping in view the financial capacity.

“Given under my hand and seal of office”

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 11th September, 2025

