



DECISION

Complaint No. : POS/8485/KE/510/2023

Name and Address of the Complainant : Mr. Shah Waseem Ahmed Quddusi, c/o. National Bank Awami Markaz Branch (EOBI House), Main Shahrah-e-Faisal, Karachi

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

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

Subject :-

COMPLAINT REGARDING INCREASING NUMBER OF STRAY DOGS IN MODEL COLONY KARACHI CAUSING PROBLEMS FOR RESIDENTS, ESPECIALLY THE SCHOOL GOING CHILDREN.

THE COMPLAINT

Mr. Shah Waseem Ahmed Quddusi in his complaint dated 10.10.2023 stated that number of stray dogs are increasing in area around his house B-21, at street No. B, Model Colony, specifically in the playground situated adjacent to his house, which is causing nuisance to the area people. The complainant stated that Agency was requested numerous times to take prompt action against stray dogs but it has failed to take any action. He therefore, solicited assistance and intervention of this office 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), after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Director, Health & Sanitation T.M.C. Model Colony vide letter dated 05.12.2023 reported that necessary preparation for launching anti pye dog campaign have been made within the limits of TMC Model Colony, specially around the premises of the applicants' residence.

3. To expedite the matter the Investigating Officer fixed the case for hearing on 01.08.2024 when Mr. Nayyer Ali Khan Director Sanitation, Town Municipal Corporation, Model Colony appeared & cited reason of non provision of capsules for anti pye dog campaign as main impediment.

4. Accordingly the Investigating Officer issued notice to The Chairman, Town Municipal Corporation, Model Colony, who appeared on 05.09.2024 & explained that complaint has been resolved, also filed report in this behalf, which was taken on record.

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5. Copy of the Agency's report was forwarded to the complainant vide letter dated 24.09.2024 for confirmation. In response, the complainant vide letter dated 09.10.2024 disclosed that his problem has been resolved and expressed gratitude to this office.

FINDINGS

6. As a result of timely intervention and constant pursuance by this institution, complainant's grievance has been resolved.

CONCLUSION

7. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 19th November, 2024

