



DECISION

Complaint No. : POS/5187/KE-464/24

Name and Address of the Complainant : Mr. Shakeel Ahmed, R/o. House No. A-64, KDA Housing Society, Sector 15-A/4, Gulzar-e-Hijri, Scheme-33, Karachi.

Name of the Agency Complained against : Sindh Solid Waste Management Board

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

Subject :- **ALLEGED NON-LIFTING OF GARBAGE DUMPED IN NEIGHBOURHOOD OF THE COMPLAINANT.**

THE COMPLAINT

Mr. Shakeel Ahmed in his complaint dated 04.11.2024 stated that he reside, at House No. A-64, KDA Housing Society, Sector 15-A/4, Gulzar-e-Hijri, Scheme-33, Karachi. Adjacent to his house, on plot No. 11-B, garbage has been dumped in substantial quantity. This garbage dump, he stated was not only creating foul smell but also causing inconvenience to the residents of the area and posing health risks due to insanitary conditions. He stated that despite submitting online complaints to the Sindh Solid Waste Management Board (SSWMB), no action has been taken. He therefore sought intervention of this office over inaction of SSWMB to get the said garbage dump cleared from subject plot.

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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Director Operations (FEC), District East, SSWMB vide letter dated 30.01.2025 stated that the complainant has requested to collect/remove garbage from a private plot located inside the premises of the society. However, as per their approved scope of work and Standard Operating Procedures (SOPs), their operations team is not responsible for collecting garbage from private plots inside boundary-walled societies. Their SOPs only cover garbage collection from designated points outside the premises of such societies. Therefore, the complainant may be informed that SSWMB cannot accommodate his request as it falls outside their domain.

FINDING

3. The garbage dumped on a residential plot of society by area people required action by society management. No case of mal-administration has been established on part of the Agency.

CONCLUSION

4. In view of above, the complaint is disposed of as rejected.

Given under my hand and seal of the office



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

Karachi, dated 03-07-, 2025