



DECISION

Complaint No. : POS/5262/KE-471/24

Name and Address of the Complainant : Mr. Muhammad Iqbal Khan Sulemani, R/o. Majeed Para, Near Sattar Ration Shop No. 1922, P.O. Shanti Nagar, Karachi.

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

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

Subject :- **COMPLAINT REGARDING FAILURE TO CLEAN THE AREA AROUND DUPATTA GALI & AGHA HOTEL STREET, COMMERCIAL AREA, TARIQ ROAD.**

THE COMPLAINT

Mr. Muhammad Iqbal Khan Sulemani, in his complaint dated 07.11.2024 stated that the staff of the SSWMB has not carried out cleaning/sweeping activities nor lifted garbage from the area he had identified for the past two months. This negligence he stated has resulted in insanitary conditions and causing inconvenience to public. He, therefore, solicited intervention of this office in the matter.

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), SSWMB, District East, Karachi vide letter dated 07.02.2024 stated that the area pointed out by complainant is commercial in nature. Initially sanitary workers of TMC were deployed in the said area. Now, sanitary workers are deployed by SSWMB through its contracting company M/s. Changyi Kangjie Sanitation Engineering Company Pakistan Pvt. Ltd. Sweeping in the area, report mentioned, was carried out three times a week as per RFP, which requires that streets are to be swept thrice in a week. Hence, provisions of RFP are complied by the contracting company.

3. Copy of the Agency's report was sent to the complainant for rejoinder, but he failed to respond despite repeated efforts, which implies that complainant was satisfied after reported redressal of his grievance.

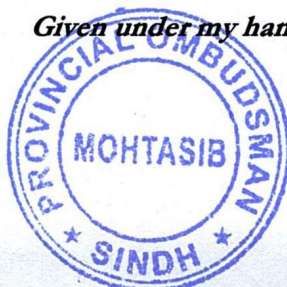
FINDING

4. As a result of timely intervention and pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

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

Given under my hand and seal of the office



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

Karachi, dated 03-07-2025