



DECISION

Complaint No. : POS/599/HYD/2024

Name and address of the complainant : Mr. Muhammad Ibrahim & others,
R/o Mohallah Haji Abdul Khaliq, Near City Grammer School,
Tando Muhammad Khan.

Name of the Agency Complained against : Chief Municipal Officer, Municipal Committee,
Tando Muhammad Khan

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST MUNICIPAL COMMITTEE ALLEGING FAILURE TO SUPPLY DRINKING WATER AND MAINTENANCE OF MUNICIPAL SERVICES AT THE MOHALLA, HAJI ABDUL KHALIQUE, TANDO MUHAMMAD KHAN**

Complaint

Mr. Muhammad Ibrahim and others filed a joint complaint dated 25.09.2024 wherein they stated the problems with supply of drinking water, installation of streetlights, cleaning of streets and desilting of sewerage drain in the neighbourhood of Haji Abdul Khaliq mohalla. They approached the municipal authorities but no action has been taken by the agency. Aggrieved by that, they solicited intervention of this institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 07.10.2024 to the Chief Municipal Officer, Municipal Committee, Tando Muhammad Khan and XEN Public Health Engineering Division for report. The Chief Municipal Officer, Municipal Committee, Tando Muhammad Khan informed vide letter dated 11.10.2024 that water supply has been adversely affected due to long hours loadshedding by HESCO. The mohalla is being cleaned on regular basis by the sanitary staff and Assistant Director (Sanitation) has been directed to visit the mohalla on daily basis and ensure that the streets are cleaned and sewerage drain is desilted properly.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter 18.10.2024, who in response appeared before Investigating Officer, Hyderabad on 20.01.2025 and filed a written statement that work of cleanliness is being carried out by the agency on regular basis. He extended thanks to this Institution on redressal of his grievance. He requested to close further proceedings on his complaint.

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Findings

5. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands 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 13th February, 2025

