



DECISION

Complaint No. : POS/6626/SKK-127/2023

Name and address of the complainant : Mrs. Shoaib,
R/o. Karim Mansion, B-92, Mochi Street,
Near Old Mall Godown, District Sukkur.

Name of the Agency Complained against : Municipal Commissioner,
Municipal Corporation, Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **INACTION ON REQUEST MADE FOR REMOVAL OF STAGNANT SEWERAGE WATER INFRONT OF HOUSE OF THE COMPLAINANT.**

COMPLAINT

Mrs. Shoaib, filed a complaint on 24.08.2023 regarding inaction by Municipal Corporation, Sukkur regarding removal of stagnant sewerage water flowing in front of her house for last one and half year. She, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Municipal Commissioner, Municipal Corporation, Sukkur vide this office letter dated: 23.11.2023 followed by reminders. In response, he submitted his report dated: 06.08.2024 informing that the complainant has encroached upon the sewerage line that is the cause of problem.
3. The Investigating Officer alongwith Assistant Engineer, Municipal Corporation, Sukkur conducted site visit on 28.08.2024 and found that the drains were choked and the complainant had encroached upon the sewerage line.
4. To resolve the issue, the Investigating Officer fixed the matter to hear both the parties on 31.12.2024 which was attended by the complainant and AEN, Town Committee, Maki Shah where it was decided that the complainant will remove the encroachment with technical assistance of officers of Town Committee Maki Shah and the problem of stagnant water will be resolved by the agency which was reportedly done.

5. In pursuance, the complainant vide her letter dated: 29.01.2025 informed that her problem regarding insanitation has been resolved by the agency and requested to close the case. She also expressed her heartfelt gratitude for prompt resolution of her problem.
6. Later-on, the Town Municipal Commissioner, Town Municipal Corporation, Maki Shah also submitted his report dated: 30.01.2025 and informed that problem of the complainant regarding insanitation has been resolved. He also enclosed the photographs of the site.

FINDINGS

7. With the intervention of this Institution, the problem of the complainant regarding insanitation / stagnant water has been resolved, which was also confirmed by her vide letter dated: 29.01.2025.

DECISION

8. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated; 20th March, 2025

