



## **DECISION**

Complaint No. : POS/4335/KE-197/2021

Name and address of the complainant : Mr. Sohail Akhtar,  
R/o. House No. 135, Area 36-F,  
Landhi, Karachi

Name of the Agency Complained against : District Municipal Corporation (DMC),  
Korangi, Karachi

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Director, Regional Office, Korangi, Karachi

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

Subject : **ALLEGED INACTION ON THE COMPLAINTS  
MADE FOR REMOVAL OF HEAPS OF GARBAGE  
IN NEIGHBOURHOOD OF THE COMPLAINANT.**

### **COMPLAINT**

Mr. Sohail Akhtar, filed a complaint on 26.08.2021 against DMC Korangi alleging inaction on his representations made regarding non-lifting of garbage from his neighbourhood and dumping garbage in Habib Ground which was meant for sports / recreational activities of children and residents of the area.

### **PROCEEDINGS**

2. The complaint was referred to DMC Korangi and Sindh Solid Waste Management Board (SSWMB), District Korangi for report / comments. In response, the Assistant Director, SSWMB, Landhi Town, vide his letter dated 17.10.2022 reported that he had visited the site and deputed the staff for removal of garbage as well as to ensure regular cleanliness in the vicinity. As such, the matter was resolved. He also attached pictures of the site dated October 14, 2022.
3. The complainant in his rejoinder dated 24.10.2022 confirmed that his grievance was partially resolved but the representative of SSWMB asked him to withdraw the complaint.
4. During hearing held on 23.02.2023, Mr. Faheem, Chief Officer, SSWMB appeared and informed that garbage was being lifted from the area of the complainant regularly. He also submitted report dated 09.02.2023 stating that services of garbage lifting and cleaning / sweeping were being provided in the area of the complainant to which the complainant had also expressed his satisfaction. Later on, the Deputy Director SSWMB, District Korangi, vide letter dated 06.06.2023 also reported the similar position by attaching photographs to substantiate his stance.



(2)

5. The complainant was advised to corroborate the reports of the agency vide letter dated 13.06.2023 followed by reminders dated 01.12.2023, 15.12.2023 and 05.01.2024 but he did not respond.

**FINDINGS**

6. It appears that after resolution of his problem, the complainant has lost interest in pursuing his case, therefore, no further action is required by us.

**DECISION**

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

*Given under my hand and seal of office.*



**Sd /-**  
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated; 7<sup>th</sup> February, 2025

