



DECISION

Complaint No. : POS/5448/KE/493/2024

Name and Address of the Complainant : Mr. Muhammad Iqbal Khan Sulemani & Mr. Qamar Zamar, House No. A-22, Street No. 2, Gulshan-e-Roohi, Near Siddiqui Jamia Masjid, Post Office Rafa-e-Aam, Karachi.

Name of the Agency Complained against : TMC Shah Faisal Colony

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

Subject :- **COMPLAINT REGARDING DELAY IN CONSTRUCTION OF THREE STREETS OF GULSHAN-E-ROOHI, SHAH FAISAL COLONY, DISTRICT KORANGI, KARACHI.**

THE COMPLAINT

Mr. Muhammad Iqbal Khan Sulemani and Mr. Qamar Zaman, in their complaint dated 05.11.2024 stated that they are resident of Gulshan-e-Roohi, Shah Faisal Colony, District Korangi, Karachi and their area is badly affected due to dilapidated condition of roads/streets since long time. The complainants stated that they approached the Chairman, TMC Model Colony repeatedly but no action was taken. They, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. The complaint was ***conditionally*** admitted under Section 10 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 copy of CNIC.

3. Minute scrutiny of the complaint, however, revealed that TMC is an independent entity, having its own development programme, which is framed in consultation with and approval of its Town Council. The complainant's desire of getting construction of a street in its neighborhood, requires to route his request through his area councilor before the union council, whose vice chairman being member of Town Council, can get such scheme included in TMC's Development Programme.

FINDINGS

4. I have examined case file, perused the record and correspondence and observed that:-

- i. Complainant is desirous for getting internal streets of his area constructed / repaired.
- ii. The TMC carries out such work in accordance with its development programme.
- iii. No case of mal-administration is identified / established against the TMC.

Contd.....

DECISION

5. The complainant is advised to pursue his matter through the area Councilor of respective Union Committee and Town Municipal Committee. Complaint is filed without docketing any decision.

Given under my hand and seal of the office



Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 2nd January, 2025

