



DECISION

Complaint No. : POS/1091/2024/KC

Name and address of the complainant : Mr. Muhammad Ghayas,
R/o. House No.3/910, Liaquatabad No.3,
Karachi

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

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,
Director, Regional Office, Karachi (Central)

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

Subject : **COMPLAINT AGAINST NON-LIFTING OF
GARBAGE FROM THE STREET OF MASJID-E-
AQSA, LIQUATABAD NO. 3, KARACHI.**

COMPLAINT

Mr. Muhammad Ghayas, filed a complaint on 26.02.2024 and alleged accumulation of garbage in the street where Masjid-e-Aqsa, Liaquatabad No. 03, Karachi is located. He reported the matter to Sindh Solid Waste Management Board (SSWMB) authorities but to no avail and, 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) by condoning the delay and subject to the submission of Affidavit on Form "A", which was submitted by the complainant later-on. Thereafter, the matter was referred to the agency and after series of reminders, the Director (FEC), Sindh Solid Waste Management Board (SSWMB) District Central, Karachi vide letter dated 24.10.2024 informed that the garbage from the said street has been removed and in support thereof, he also furnished a post operation photograph.
3. The report of the agency was sent to the complainant vide this office letter dated: 31.10.2024 for rejoinder but he did not respond. He was then contacted on his cell phone on 06.12.2024 when he confirmed resolution of his problem and expressed gratitude to this Institution in that regard.

FINDINGS

4. After resolution of the problem, as confirmed by the complainant through his cell phone on 06.12.2024, no further action is required by this Institution.

DECISION

5. 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; 06th January, 2025