



## **DECISION**

Complaint No. : POS/4573/2024/KM/KW

Name and address of the complainant : Mst. Shaira Sadaf, R/o Street No. 04, Mansoor Nagar, Near MAA Hospital, Kot Hotel, Orangi Town, Karachi.

Name of the Agency Complained against : Town Municipal Corporation, Orangi Town, Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri,  
Director, Regional Office, Keamari & West

Vetted by : Mr. Muhammad Naseer Jamali,  
Advisor-N

Subject :

**COMPLAINT AGAINST SANITARY WORKERS ALLEGING ILLEGAL DEMAND OF RS.100/- PER DAY FROM THE COMPLAINANT FOR LIFTING GARBAGE AND WASTAGE.**

### **COMPLAINT**

The online complaint of Ms. Shaira Sadaf was forwarded by the Additional Registrar, Wafaqi Mohtasib (Ombudsman)'s office Karachi vide letter dated 20.09.2024. The complainant stated that the sanitary workers get Rs. 100/- per day for lifting the garbage and waste in front of her house. Aggrieved by that, she solicited intervention of this Institution.

### **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 up to date) subject to submission of mandatory Affidavit on Form 'A' and other relevant documents and by condoning the delay.
3. The matter was taken up with Town Municipal Commissioner, Orangi Town, Karachi for report vide letter dated 02.01.2025, followed by a reminder but no response was received. The complainant sent a letter through whatsapp dated 13.02.2025 that her grievance has been resolved. She requested to close further proceedings on her complaint.

### **FINDINGS**

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

### **DECISION**

5. In view of the above, and in the exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is 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 **7th** March, 2025