



DECISION

| | | |
|--|---|--|
| Complaint No. | : | POS/RO-NF-103/24/NFZ-126 |
| Name and address of the complainant | : | Mr. Ghulam Murtaza Abro, R/o Village Sabab Abro, Union Council Munjuth |
| Name of the Agency Complained against | : | Union Council, Manjuth |
| Name & Designation of Investigating Officer | : | Khalid Shaikh, Regional Director, N' Feroze |
| Vetted by | : | Fasihuddin Khan, Advisor 'Z' |
| Subject | : | ALLEGED INACTION ON COMPLAINTS REGARDING IMPROPER CLEANING OF DRAINS AND NON DISTRIBUTION OF SOLAR PLATES, FANS AND BATTERIES TO THE RESIDENTS OF VILLAGE <u>SABAB ABRO, N'FEROZE</u> |

THE COMPLAINT

Mr. Ghulam Murtaza Abro filed a complaint on 27.11.2024 against the Union Council, Munjuth stating therein that due to non clearing of drains of village Sabab Abro, sewerage water overflows towards graveyard, mosque and Government Girls & Boys Primary School. He further alleged that despite availability of huge budget, the said village is deprived of cleanliness and provision of solar plates, solar fans and batteries by the concerned authorities. He requested that a sweeper be provided to Village Sabab Abro for proper cleaning of drains and measures shall also be taken for the provision of other facilities. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay. The matter was taken up with the Chairman and the Secretary, Union Council, Munjuth for comments vide letter dated 05.12.2024 followed by reminders. On 23.04.2025, report was received from the Secretary, Union Council, Munjuth that all the 40 villages that fall in their jurisdiction are without a sweeper and cleanliness is carried out in these villages including the complainant's village through a contractor. Moreover, seven solar plates had also been provided to the said village. He also submitted some statements of Nek Mards of the said village in his support. The report was shared with the complainant for rejoinder vide letter dated 25.04.2025. On 02.05.2025, the complainant submitted rejoinder and stated that he was not satisfied with the

(2)

report of the Agency. Thereafter, hearing letter was issued to both the parties vide letter dated 12.05.2025. On 26.05.2025, both the parties appeared before the Investigating Officer and requested him for site visit. On 27.05.2025, the Investigating Officer visited the said village alongwith the Vice Chairman and Secretary, Union Council, Munjuth. The Vice Chairman promised to post a regular sweeper for cleaning of drains so that sewerage water would not flow towards graveyard. On 02.06.2025, the complainant appeared and submitted his statement that the work was going on smoothly in the said Union Council with further request to close his complaint. He also expressed gratitude for intervention and redressal of his grievance by this Institution.

DECISION

3. 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

17th October, 2025

