



## DECISION

Complaint No. : POS/308/2023/HYD/46

Name and address of the complainant : Shaikh Nizamuddin  
R/o H.No: 8-16, Baldia Colony Behind Central Jail  
Hyderabad.

Name of the Agency Complained against : Director, Sindh Solid Waste Management (SSWM), Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST SINDH SOLID WASTE  
MANAGEMENT HYDERABAD ALLEGING NON-LIFTING  
OF GARBAGE FROM THE COMPOUND WALL OF SCHOOL  
SITUATED AT BALDIA COLONY, HYDERABAD

### Complaint

Shaikh Nizamuddin filed an online complaint dated 06.01.2023 wherein he stated that waste bins have not been placed in the area of Baldia Colony, Hyderabad. The garbage and debris is being dumped in the compound wall of the school which has created nuisance for school children and local residents. He approached the P.M portal and Municipal Commissioner, HMC for redressal of the problem but to no avail. Aggrieved by that, he solicited intervention of this institution.

### Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 07.02.2023 to the Director, Health Services, HMC Hyderabad for report, followed by a reminder. The Focal Person, HMC Hyderabad informed vide letter dated 06.06.2023 that the matter pertains to Sindh Solid Waste Management Board, Hyderabad.
4. This office issued a notice dated 20.06.2023 to the Deputy Director, Sindh Solid Waste Management Board, Hyderabad for report, who in response informed vide letters dated 04.07.2023 and 06.11.2023 that SSWMB has started the garbage/debris lifting work in the city from 10.03.2023 and the cleanliness of city has been improved. The complainant's area has been cleared and two containers have been placed there for disposal of waste/garbage, while sweeping is done on daily basis. He annexed photographs of the area as an evidence. The complainant vide rejoinder dated 31.07.2024 informed that the waste bins have not been placed in his area and garbage is still there.

Cont'd.....P/2.....



(2)

5. The case was heard on 08.10.2024, attended by Assistant Director, SSWMB who furnished report that two containers are placed in the area while sweeping is done on daily basis. The complainant was contacted on his No: 0334-2624161 on 08.10.2024 who confirmed the contention of Agency and requested to close the further proceedings on his complaint.

**Findings**

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

**Decision**

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands 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 21<sup>st</sup> February, 2025

