



DECISION

Complaint No. : POS/1972/2024/KM/KW

Name and address of the complainant : Syed Waqas Alam, R/o H.No.359, Street No.05, Sector 141, Sir Syed Colony, Orangi Town, Karachi.

Name of the Agency Complained against : Chairman, Town Municipal Corporation (TMC) Orangi Town, Karachi.

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

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

Subject : **COMPLAINT AGAINST TOWN MUNICIPAL CORPORATION (TMC) ORANGI TOWN ALLEGING FAILURE TO REPLACE SEWERAGE LINES, STREET LIGHTS AND REPAIR ROADS IN SECTOR 141 ORANGI TOWN KARACHI.**

COMPLAINT

The online complaint of Syed Waqas Alam was forwarded by the Additional Registrar, Federal Ombudsman's office Karachi vide letter dated 29.03.2024. The complainant has alleged failure of Orangi Town Municipal Corporation in replacing of sewerage lines, fixing street lights and repairing roads in Sector-141, Orangi Town, Karachi. He alleged that the officials of the agency are involved in corrupt practices and funds are misappropriated Aggrieved by that, he 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), after receiving mandatory affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice to the Chairman, Town Municipal Corporation, Orangi Town, Karachi for report vide letter dated 08.07.2024, who in response informed vide letter dated 01.08.2024 that TMC Orangi is facing severe financial problems and the funds being provided by the Government of Sindh are hardly sufficient to meet the establishment expenditures. He informed that the replacement of sewerage lines and carpeting of roads will be executed on availability of funds.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 19.08.2024, who in response repeated the allegations of malpractices of the agency.

DECISION

5. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the province for Sindh Act 1991 (amended upto date), I, hereby direct the Chairman, Town Municipal Corporation, Orangi Town, Karachi to execute the laying of sewerage lines and repair of roads in Sector 141, Orangi Town Karachi on priority subject to availability of funds and as per development needs of the Orangi Town.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated 06th January-2025