



DECISION

Complaint No. : POS/4552/ROK-T397(Khp)/2023

Name and address of the complainant : Mr. Zawar Hassan Raza Janwari,
General Councilor, Ward No. 24,
Janwari Goth, Khairpur.

Name of the Agency Complained against : Municipal Committee Khairpur /
Public Health Engineering Department

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **COMPLAINT AGAINST INSANITARY CONDITIONS IN
COMPLAINANT'S AREA DUE TO DELINQUENCY OF
SANITARY STAFF AND NON-FUNCTIONING DISPOSAL
PUMPS.**

COMPLAINT

Mr. Zawar Hassan Raza Janwari, General Councilor of Ward No. 24, Municipal Committee Khairpur, filed a complaint on 16-06-2023. He alleged step-motherly treatment by the Municipal Administration of Khairpur, which failed to provide adequate sanitation staff and equipment for his area. He also claimed that two disposal pumps of the Public Health Engineering (PHE) Department had been out of service for a long time. As a result, drainage water was stagnant in various parts of his ward. Furthermore, he alleged that his ward was being ignored in development works despite numerous complaints to higher authorities of the Municipal Committee. Therefore, he sought the intervention of this Institution.

PROCEEDINGS

02. 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 in filing, subject to the submission of an Affidavit on Form "A".

03. After completing the required formalities, the matter was referred to the Chief Municipal Officer, Municipal Committee Khairpur, and the Executive Engineer, Public Health Engineering Division-I, Khairpur, on 18-07-2023, for comments. After continuous follow-up, the Chief Municipal Officer, Municipal Committee Khairpur, submitted a report on 30-11-2023. The report stated that the complainant's grievance had been resolved, with staff being deployed for routine sanitation work. Additionally, the report indicated that the drainage disposal was functioning properly, although difficulties were faced due to electrical issues (loadshedding).

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04. The agency's report was shared with complainant on 05-12-2023 for a rejoinder. However, the complainant has not responded to date, despite reminders.

FINDINGS

05. Based on the available information, it appears that the grievance of the complainant was addressed by the agency, and the complainant no longer seems interested in pursuing the complaint. Therefore complaint is liable to be closed as redressed on the basis of the report of the agency.

DECISION

06. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 13th February, 2025