



DECISION

Complaint No. : POS/2239/2024/SGR-81

Name and address of the complainant : Mr. Muhammad Ibrahim,
Rtd. HST, R/o. Shakil Pan Shop House, Hala Road,
Muhallah Janipur, U.C. II Near Sunehri Masjid,
Shahdadpur, District Sanghar

Name of the Agency Complained against : Municipal Committee, Sanghar

Name & Designation of Investigating Officer : Ghulam Shabir Memon,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi

Subject : **Advisor-S**

COMPLAINT REGARDING INSANITARY CONDITIONS DUE TO DELINQUENCY IN LIFTING OF GARBAGE BY OFFICIALS CONCERNED.

THE COMPLAINT:

Mr. Muhammad Ibrahim submitted a complaint dated 02.05.2024 against the Municipal Committee, Sanghar raising serious concerns regarding prevailing sanitary conditions in his locality. He specifically alleged willful negligence and delinquency on the part of the concerned municipal and sanitary officials, asserting that they have failed to discharge their statutory obligations under relevant municipal laws. This differential treatment not only perpetuates environmental hazards but also infringes upon the fundamental rights to life, dignity, and a clean environment as enshrined in the Constitution of Pakistan. The complainant had frequently approached the concerned agency for redressal of his grievance, but to no avail. Aggrieved by that, he solicited the 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 upto date)*, after receiving mandatory Affidavit on Form "A", copy of CNIC and other relevant documents.
3. This office issued a notice to the Chief Municipal Officer, Municipal Committee, Shahdadpur, requesting a report via letter dated 10.06.2024. In response, the Chief Municipal Officer, through his letter dated 23.09.2024, informed that there is no garbage accumulated in the street in front of the complainant's house and that cleanliness and garbage lifting work is carried out regularly in morning and evening as part of routine operations. Photographic evidence is available in the file. It was further noted that the complainant has repeatedly altered his grievance and submitted multiple rejoinders regarding cleanliness; however, the agency has consistently reported that the issue has been resolved and the complainant's concerns have been addressed.

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4. The case was fixed for hearing on 06.05.2025, and both parties were present. The Chief Municipal Officer, M.C. Shahdadpur, submitted a report in light of the rejoinders submitted by the complainant. The Agency reported that cleanliness and garbage lifting work is being carried out regularly in two shifts; however, the complainant made false and baseless allegations. It was further stated that the complainant frequently misbehaves with the sanitation and office staff and issue threats to them. Therefore, the complaint of Mr. Muhammad Ibrahim may be treated as null and void.

FINDINGS:

5. Upon the intervention of this Institution, the agency has already redressed the grievance of the complainant; however, the complainant has multiple complaints filed in our office and often fails to submit his statement and evidence despite repeated opportunities.

DECISION:

6. In view of the above, in 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 up-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 3rd July, 2025

