



## **DECISION**

Complaint No. : POS/3416/KE-246/24

Name and Address of the Complainant : Mr. Abdul Razzak Vayani, CEO, M/s Jadeed Super Market, Near Mausamiat, Main University Road, Block-5, Gulistan-e-Johar, Karachi.

Name of the Agency Complained against : TMC East / KMC

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :- **COMPLAINT REGARDING NON-RESOLUTION OF ISSUE OF CHARGED PARKING OF THE SPACE IN FRONT OF COMPLAINANT'S MARKET.**

### **THE COMPLAINT**

Mr. Abdul Razzak Vayani in his complaint dated 25.07.2024 stated that the space in front of Al Jadeed Supermarket was managed by hired staff at own expense, providing free parking facilities to its customers. The complainant stated that until October 2023, Al Jadeed Supermarket was issued a charged parking challan of Rs. 45,000 which complainant stated they paid monthly to KMC). He also stated that Since November 2023, a dispute has arisen between TMC Safoora and KMC over the control of this space. Recently, KMC has allotted the parking space to an individual who has started charging parking fees unlawfully. According to KMC's instructions, the token fee is Rs. 10 for motorcycles and Rs. 30 for cars. However, this person is extorting Rs. 50 for motorcycles and Rs. 100 for cars. When customers object, they are threatened with damage to their vehicles. The complainant requested that the parking arrangement as made with KMC in the name of Al Jadeed Supermarket be resumed so that they can once again provide free parking facilities to the public. Additionally, he urged to convene a meeting between representatives of TMC Safoora and KMC to get the issue resolved. He, therefore, solicited intervention of this office to get the matter resolved.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Syed Waseem Siraj, Deputy Director, charged parking KMC appeared before the Investigating Officer, on 23.10.2024 who explained that area in front of Al-Jadeed Market has been let out as reserved parking. He further informed that the staff of TMC Safoora were collecting charged parking fee from that place unauthorizedly.



3. Accordingly, matter was taken up with the Municipal Commissioner, TMC Safoorah. The Director Charged Parking TMC Safoora was called to appear but in the meanwhile the complainant vide letter dated nil received on 07.01.2025 intimated that the parking issue has been resolved. He extended gratitude and also requested to close the proceedings.

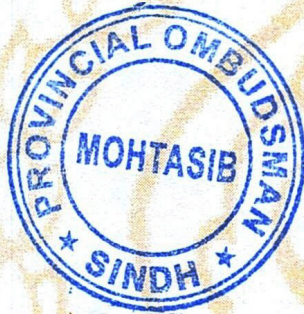
#### FINDING

4. As a result of timely intervention and constant pursuance by this institution, complainant's grievance has been resolved.

#### CONCLUSION

5. In view of the above, 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 **27<sup>th</sup>** January, 2025

