



DECISION

Complaint No. : POS/3524/2021/NWS-54.

Name and address of the complainant : Mr. Muhammad Rafique s/o Rehmatullah,
Mohalla Ali Shah Colony, Sanghar Road, Nawabshah,
District Shaheed Benazirabad.

Name of the Agency Complained against : M.C Nawabshah / Revenue.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **ALLEGED INACTION ON THE COMPLAINTS MADE FOR REMOVAL OF ENCROACHMENT.**

THE COMPLAINT:

Mr. Muhammad Rafique filed a complaint dated 02.07.2021 received through Wafaqi Mohtasib Secretariat wherein he stated that there are encroachments in the form of wash rooms & stairs etc in his street resulting in inconvenience to residents and hindrance in smooth flow of traffic. Being aggrieved, he had frequently approached the concerned departments for redressal of his grievance but of no avail. Therefore, he solicited 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 up to date), after receiving of copy of CNIC, Affidavit on Form "A" and by condoning the delay.

3. This office issued notice to the Chief Municipal Officer, Municipal Committee, Nawabshah, District Shaheed Benazirabad dated 20.09.2021, followed by multiple reminders. In response, Municipal Commissioner, Municipal Corporation, Shaheed Benazirabad informed vide his letter dated 11.10.2024 that the matter of illegal encroachments made in the street of complainant pertains to the Revenue Department as they have to measure the Buildings and remove encroachments as per law.

4. A copy of Agency's report was sent to the complainant for filing rejoinder vide letter dated 25.10.2024, followed by a reminder but complainant did not respond.

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FINDINGS:

5. No response has been received from the complainant since July 2022. However, the Agency has confirmed the existence of encroachments on the Complainant's site/street, which need to be resolved.

DECISION:

6. In view of the above and 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), I do hereby to direct the Assistant Commissioner/Assistant Director, Anti Encroachment, Nawabshah and Mukhtiakar (Revenue) Nawabshah to take immediate action and remove encroachment with the help of Municipal Corporation, Shaheed Benazirabad within 45 days.

7. A copy of the Decision is also forwarded to the Superintendent of Police concerned and Municipal Commissioner, Municipal Corporation, Shaheed Benazirabad with directives to extend full support to the Assistant Commissioner, Nawabshah for removal of encroachments.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 13th January, 2025