



DECISION

Complaint No. : POS/ROM/206/2024/RM-177

Name and address of the complainant : Mst. Uzma R/o. House No.09, Block-02, near Shaheen School, Satellite Town, Mirpurkhas.

Name of the Agency Complained against : Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) Mirpurkhas

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I, Regional Director, Mirpurkhas.

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

Subject : **COMPLAINT AGAINST MIRPURKHAS MUNICIPAL CORPORATION ALLEGING FAILURE TO PERFORM MUNICIPAL SERVICES IN MOHALLA SATTELITE TOWN, MIRPURKHAS.**

COMPLAINT:

Mst. Uzma filed a complaint dated 04-12-2024 wherein she stated that Mirpurkhas Municipal Corporation (MMC) has failed to lift garbage, collect solid waste, fix the covers on manholes and depute sanitary staff in the mohalla of Satellite town near Shaheen School, Mirpurkhas. She, further informed that once her son had also fallen in a manhole. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued notice dated 16-12-2024 to the Municipal Commissioner Mirpurkhas Municipal Corporation and Town Municipal Commissioner, Town Municipal Committee, Syed Khadim Ali Shah Town, Mirpurkhas for report.
4. The Assistant Director (Sanitation), Town Municipal Corporation, Syed Khadim Ali Shah Town @ Mirpurkhas appeared before Investigation Officer on 14-01-2025. He submitted a report that the area has been cleaned, covers have been fixed on manholes and sanitation staff is performing cleaning work on regular basis. He enclosed the photographs of the area as an evidence.
5. The Investigating Officer, Mirpurkhas contacted the complainant on her cell number 0333-2974232 who confirmed that the covers have been fixed on manholes and the area is being cleaned on regular basis.

FINDINGS:

6. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

DECISION:

7. 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 of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated 29th January, 2025

