

Helpline 1093 to receive complaints of municipal issues 24/7

The newly established telephone helpline service 1093 at the Sindh Local Government Department will function 24 hours a day, seven days a week to receive complaints concerning the municipal and civic agencies.

Sindh Local Government and Information Minister Syed Nasir Hussain Shah was given a briefing to this effect as he visited the offices of the newly established complaint service helpline 1093 at Tughlaq House, Sindh Secretariat, on Wednesday.

He said that the helpline service would receive public complaints about the Sindh Solid Waste Management Board, Karachi Water & Sewerage Board, stray dogs, Karachi Metropolitan Corporation, district municipal corporations in the city, all town committees, municipal committees and municipal corporations in the province.

Shah said that the complaint cell was being made more functional as all the staffers deputed at its offices had been asked to start taking steps on an immediate basis to resolve public complaints.

Secretary for Local Government Department Roshan Ali Shaikh said that an easy four-digit telephone number, i.e. 1093, had been obtained to commence the complaint helpline service for the masses of the province.

He reiterated that the helpline service would function on a 24/7 basis and it would receive complaints related to all the municipal agencies in the province.

The minister stated that the focal persons had been deputed in all the municipal agencies of the province to instantly resolve public complaints being received at the helpline service.

He said that a progress report on the complaints received at the helpline service would be compiled share with him. The local government secretary said that the computerised record of all the complaints would be also compiled.

The minister said that the helpline service would provide guidance to the public regarding issues concerning the issuance of birth, death and marriage registration certificates by their respective union councils/union committees.

He sought help of the media to support the launching of the new helpline service so as to build the confidence of the public in the newly launched complaint system.