



DECISION

Complaint No. : POS/82/KE-25

Name and Address of the Complainant : Mr. Maqsood Ahmed, R/o. Jam Mehar Ali Goth Post Office Murad Memon Goth, Near Darsano Channo, Karachi.

Name of the Agency Complained against : Karachi Water & Sewerage Corporation

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

Subject :- **UNJUST DELAY IN ISSUANCE OF ALLOTMENT LETTER OF OFFICIAL QUARTER NO. F-07, NEW STAFF COLONY, PIPRI DESPITE RECOMMENDATION MADE BY R.E. PIPRI, KW&SC.**

THE COMPLAINT

Mr. Maqsood Ahmed in his complaint dated 03.02.2025 stated that he is resident of Darsano Channo, Malir, Karachi and an employee of KW&SC. There is an official Quarter No. F-07, situated at New Staff Colony, Pipri, which was initially allotted to Ghulam Haider but after its cancellation, the complainant applied, through DDO Office, for allotment of said quarter. He stated that his application was approved by the Resident Engineer, Pipri, Superintending Engineer, allowing him to occupy the said quarter. However, in the meanwhile a lady named Rukhsana, who is not an employee of KW&SC, has illegally occupied the said quarter with alleged support and backing of officials from the office of RE Pipri. He stated that despite making application for getting such illegal occupant evicted from the said quarter, no action has been taken by the authorities concerned. He, therefore, solicited intervention of this office for redressal.

PROCEEDINGS

2. After admission of complaint 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 Director Administration, KW&SC shared copy of letter dated 17.03.2025 seeking report from Resident Engineer (Pipri P&F), KW&SC.
3. In order to expedite the matter, the Investigating Officer fixed the case for hearing when the Director Administration, KW&SC furnished report vide letter dated 16.04.2025 stating that the case regarding allotment of staff quarter No. F-7 (New) situated at Pipri (P&F) Staff Colony in favor of complainant i.e. Mr. Maqsood Ahmed, Helper is under process awaiting approval of the competent authority i.e. Managing Director / C.E.O, KW&SC. The report added that such approval is still awaited and as soon it is received, the allotment order of the above said quarter in favor of complainant i.e. Mr. Maqsood Ahmed, Helper will be issued accordingly.

(2)

4. The matter was continuously pursued with the Agency, whereupon the Director Administration, KW&SC vide letter dated 13.06.2025 informed that the allotment of quarter No. F-7(New) situated at Pipri (P&F) Staff Colony, KW&SC in favour of complainant i.e. Mr. Maqsood Ahmed, Helper (BS-03), employee No. 008451-1 have been issued vide office order No. KW&SC/HRD&A/DA/519 dated 11.06.2025 thereby redressing the grievance of the complainant.

5. Subsequently, the Investigating Officer contacted the complainant on telephone who confirmed that he has received allotment letter of the quarter. He extended gratitude to this Institution & requested to close the proceedings.

FINDING

6. As a result of timely intervention and pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

7. 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 30-07-, 2025