



DECISION

Complaint No. : POS/7746/2022/KM/KW
Name and address of the complainant : Dr. Waseem Mughal, Coordination Secretary, Jamia Masjid, Saad Bin Abi Waqas and Madersah, Hyder-e-Karar, ST, Sector 12/E, Saeedabad, Baldia Town, Karachi.
Name of the Agency Complained against : Karachi Water & Sewerage Corporation / Deputy Commissioner Keamari
Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).
Vetted by : Mr. Rafiuzzaman Siddiqui, Advisor-B
Subject :

COMPLAINT REGARDING NON-INCLUSION OF THE NAME OF JAMIA MASJID SAAD BIN ABI WAQAS IN THE LIST PREPARED BY THE DC OFFICE KEMARI FOR SUPPLY OF FREE WATER TANKERS.

COMPLAINT

Mr. Wasseem Mughal filed a complaint on December 9, 2022, regarding the non-inclusion of Jamia Masjid Saad Bin Abi Waqas in the list prepared by the Deputy Commissioner Office, Kemari for supply of free water tankers for educational and religious institutions. He requested the supply of 5,000-gallon water tanker to the subject mosque on a weekly basis, as per previous practice, which has now been discontinued. He approached the concerned officials to restore the water tanker supply, but his efforts were in vain. Therefore, the complainant has sought the intervention of this office in the matter.

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 mandatory Affidavit on Form 'A' and after relevant documents and by condoning the delay.
3. The matter was taken up with the Executive Engineer of KW&SC, Deputy Commissioner, Keamari and Incharge Crush Plant Hydrant I & II, KW&SC, District Keamari, for a report. In response, the Executive Engineer, Balida Town (Water), KW&SC, indicated that the decision regarding free water tanker service are taken by the Deputy Commissioner, Keamari. The Hydrant Incharge for Crush Plant Hydrant I & II submitted a detailed report via letter dated December 17, 2023, stating that they only supply the water through tankers according to the list provided by the Deputy Commissioner Office and since the name of Jamia Masjid Saad Bin Abi Wqas was not included in the list, hence, water could not be supplied to the said mosque. Agency's report was sent to the complainant for rejoinder. The complainant responded on January 23, 2024, wherein complainant reiterated his earlier stance and requested for early redressal of his complaint.

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CONCLUSION

4. The Deputy Commissioner, Keamari, Karachi, submitted a report dated September 5, 2024, enclosing a list of Daily Booking Report stating that 5,000-gallon tankers were provided to Jamia Masjid Saad Bin Abi Waqas on a weekly basis over the last two months. The agency's report was sent to the complainant vide letter dated September 11, 2024. In response, the complainant submitted a rejoinder dated September 18, 2024, expressed his concern that though 5000-gallon tankers are provided to the subject mosque now but the situation may get reversed in future.

FINDINGS

5. Following the intervention of this office, the Deputy Commissioner, Keamari confirmed that a proper supply of 5,000-gallon water tankers has been resumed according to his quota. Consequently, the complainant's grievance has been addressed. However, in view of concern expressed by the complainant, Deputy Commissioner, Keamari is directed to ensure that the supply of 5000-gallon water on weekly basis continuously without any interruption.

DECISION

6. In view of the above, the complaint had been redressed and consigned to record.

Given under my hand and seal of office.



(MUHAMMAD SOHAIL RAJPUT)

Sd/-
Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 7 November, 2024