



## **DECISION**

Complaint No. :

POS/531/KE-2024

Name and Address  
of the Complainant :

Mr. Tauseef Khan, R/o. House No. A-71/LSR,  
Water Board Colony near Civic Centre, Karachi.

Name of the Agency  
Complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**ALLEGED IN-ACTION ON APPLICATION  
MADE FOR ISSUANCE OF ALLOTMENT  
ORDER TO THE COMPLAINANT IN  
RESPECT OF QUARTER NO. A-71, LSR  
COLONY, KARACHI.**

### **THE COMPLAINT**

Mr. Tauseef Khan, in his complaint dated 17.12.2024, stated that he works as a Valveman in KW&SC and currently residing at Staff Quarter No. A-71, (LSR) Colony, Karachi. He stated that he has occupied this quarter after having obtained possession of same on 07.09.2024 upon mutual consent from the previous allottee. Mr. Akbar, who retired from service. He stated that he submitted an application to the Director Administration, KW&SC on 24.09.2024 for the allotment of the aforementioned house, but he has not yet received the allotment order. He stated that he is a poor man and is deeply distressed due to not receiving the allotment order. He therefore, solicited intervention of this office in the matter.

### **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 vide letter dated 03.01.2025 stated that the quarter No A-71 New No. A-65 situated at LSR Staff Colony, KW&SC was initially allotted to Mr. Akber Ali Ex-Meter Reader (BS-06) Employee No. 015507-9 on 07.03.2019. Mr. Akber Ali Ex Meter Reader (BS-06) retired from the services of KW&SC on 18.08.2024 on attaining the age of superannuation i.e 60 years. As per terms and condition of allotment as well as undertaking submitted by the Ex-allottee/Ex-employee, when the quarter was allotted to him, he was bound to hand over possession of the said quarter to the concerned department on his retirement, but he did not do so and instead hand over the said quarter illegally / unlawfully to Mr. Tauseef Khan s/o Mr. Aftab Alam Khan, Valveman (BS-03) Employee No. 024841-1 on 17.09.2024 without permission/intimation of the competent authority of KW&SC on his own wish and will. The report observed that this so called illegal handing / taking over of staff quarter between Mr. Akber Ali Ex-employee and Mr. Tauseef Khan Valveman, Employee No. 024841-1 has been noted as a serious offence and necessary

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action being initiated. The report added that in the meanwhile another employee, namely Mr. Muhammad Adil Chisti, Line Guard (BS-02) Employee No. 024805-5 has also moved request to the MD/CEO KW&SC for allotment of the same quarter and MD/CEO KW&SC has sought report on the matter. The Admin Department has submitted a brief note to the MD/CEO seeking decision in the matter whereby retired employee Mr. Akbar Ali Ex-Meter Reader has handed over possession of the quarter to the (complainant). Mr. Tauseef Khan Valveman without permission / approval of the Competent Authority unlawfully. The report observed that the ex-occupant of said quarter Mr. Akbar Ali has been found involved in the past as well, of trespass the Official Accommodation of KW&SC, dealing with illegal activities of selling / purchasing of Official Accommodation for personal gain. The report concluded that the Admin Department was still waiting for the decision of the Competent Authority i.e. MD/CEO on the instant matter of allotment of Quarter No. A-71 new no. A-65 at LSR Staff Colony.

### **FINDINGS**

3. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The quarter in question, i.e., Quarter No. A-71 (New No. A-65) at LSR Staff Colony, KW&SC, was originally allotted to Mr. Akber Ali, Ex-Meter Reader, who retired on 18.08.2024. As per the terms and conditions of allotment, Mr. Akber Ali was required to vacate the quarter upon retirement. However, on the contrary, he unlawfully handed over possession of the quarter to Mr. Tauseef Khan (the complainant) without any official approval of the competent authority. Such act violates the KW&SC allotment rules due to unauthorized occupation of official accommodation.

### **DECISION**

4. In view of above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) I direct the Managing Director/CEO, KW&SC to decide the matter of allotment of staff Quarter No. A-71 (New No. A-65) strictly in accordance with rules without further delay. Necessary action also need be taken to streamline functioning of respective department to prevent recurrence of such instances.

5. Compliance report should be submitted to this office within 60 days.

*Given under my hand and seal of the office*



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

Karachi, dated *30 - 05 - 2025*