



DECISION

Complaint No. : POS/4252/2023/ KM/KW

Name and address of the complainant : M/s Gresham Eastern Pvt. Ltd, F-302, SITE, Karachi.

Name of the Agency Complained against : Managing Director, Sindh Industrial Trading Estate (SITE) Ltd. Karachi

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri,
Director, Regional Office, Keamari, Karachi

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

Subject : **COMPLAINT AGAINST M/S SITE LTD ALLEGING DEMAND OF UNJUSTIFIED CHARGES FROM THE COPLAINANT.**

COMPLAINT

Mian Suhail Hussain, CEO of M/s Gresham's Eastern Ltd filed a complaint dated 06.06.2023 wherein he stated that the agency has issued notices for payment of Conservancy and other charges, amounting to Rs.1,376,895/-. He, further added that M/s. SITE Ltd had disconnected water supply line about 22 years ago. The agency is not authorized to levy such charges as per terms & conditions of allotment of industrial plot. He approached the agency repeatedly to withdraw the notices for payment but to no avail. Aggrieved by that, he solicited intervention of this Institution.

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) subject to submission of mandatory affidavit on Form-A and other relevant documents and by condoning the delay.
3. This office issued a notice dated. 27.06.2023 to the Managing Director, SITE, Ltd, Karachi for report, followed by reminders. The Director Finance, M/s SITE Ltd informed vide letter dated 27.10.2023 that the agency follows the rules and policies approved by the Board of Directors of SITE Ltd. in order to manage the affairs of the agency. The water connection of the complainant was disconnected on 03.09.1996 due to non-payment of water charges after completion of due process under law. The complainant has failed to pay conservancy and other charges since long which have been accumulated to Rs. 1,348,670/-. He enclosed the copies of decisions taken by the Board of Directors, SITE Ltd from time to time.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 10.04.2025, who in response reiterated his version vide letter dated 18.04.2025 and requested for resolution of his grievance by an amicable settlement.
5. The case was heard on various dates but the complainant failed to establish maladministration against the agency.

FINDINGS

6. The investigation of the case did not establish maladministration against the agency. The complainant has been issued notices for payment of admissible charges as per decisions of Board of Directors, SITE Ltd.

DECISION

7. In view of the above, and in the exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as rejected being without merits.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated **20th** June, 2025

