



DECISION

Complaint No. :

POS/6121/2024/Adv-S/K-01

Name and address
of the complainant :

Mr. Major (Retd.) Muhammad Rashid Khan,
CEO, M/s. Aqua Tech Solution, Plot No. 87-B, Rind Goth,
Oppo. Labour Square, Metro (M1) Shuttle Bus Stand, Landhi Karachi.

Name of the Agency
complained against :

Karachi Water & Sewerage Corporation (KW&SC)

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

COMPLAINT AGAINST OFFICIALS OF KW&SC WHO ALLEGEDLY DISMANTLED THE R.O PLANT OF THE COMPLAINANT ON 17.12.2024 AND TOOK AWAY THE EQUIPMENT.

COMPLAINT

Major (Retd) Muhammad Rashid Khan, CEO, M/s. Aqua Tech Solution, filed a complaint on 30.12.2024 and alleged that officials of KW&SC dismantled his R.O Plant and took away the equipment which according to him was installed after completing the required formalities. He further requested us for conducting fair and transparent inquiry to ascertain the actual facts and ensure recovery of his equipment and losses amounting to Rs.300 to 350 million.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), hearing of the case was fixed on January 02nd, 2025 which was attended by Mr. Illahi Bux Bhutto, Incharge of the Hydrant Services, KW&SC and the complainant. After detailed discussion, the hearing was re-fixed on 16.01.2025 which was attended by the complainant, Executive Engineer, Sub-Soil KW&SC, the then Managing Director of KW&SC Mr. Salahuddin and Mr. Illahi Bux Bhutto, Incharge Hydrant Services. During the hearing the contention of both parties were heard. The then M.D /CEO, KW&SC submitted his detailed report wherein he denied the allegations levelled by the complainant and stated that the Chief Security Officer, KW&SC visited the site and found that Aqua Tech Solutions was involved in water theft. On further investigation it was discovered that an 8" inches diameter pipe was connected to the Haliji Conduit and as a result FIR No. 693/2024 was registered against Aqua Tech Solution at Police Station, Sakhan, District Malir. He further added that the request of the complainant to operate the R.O plant was considered by the Board of Directors of KW&SC at its 7th meeting held on December 3rd, 2024 but it was not approved. The inspection of the Chief Security Officer, KW&SC was conducted in pursuance of the orders of Supreme Court of Pakistan to take immediate action against anyone involved in water theft and running illegal hydrants.

3. This report of M.D /CEO of KW&SC alongwith reports of Incharge Hydrant Cell and Incharge Anti-Theft cell were forwarded to CEO M/s. Aqua Tech Solution vide this office letter dated: 20.01.2025 for filing of rejoinder followed by reminders. In response, he vide his letter dated: 26.02.2025 categorically rejected the agency's report and reiterated his earlier contention requesting for grant of compensation for his losses amounting to approximately Rs.350 million and also requested us to advise the KW&SC to issue him approved license alongwith necessary permission to resume his business.
4. In pursuance, the comments of the Managing Director / CEO, KW&SC were sought vide this office letter dated: 11.03.2025 followed by reminders dated: 18.04.2025, 29.04.2025 and a hearing was held on 30.05.2025, which was attended by MD/CEO, KW&SC. During the hearing, the report submitted by him is reproduced as under:

“The Aqua Tech Solution, or “ATC” was discovered to be operating an illegal connection during an inspection. As a result, ATC has been charged under the KW&SC Act, 2023 and FIRs have been filed. Given this situation, the owner of ATC should refrain from sending notices to the Corporation as the case is currently being sub-judice and to be decided in a court of law. Moreover, the water demand of NRL is not a *prima facie* justification for illegal hydrant costs. The corporation has legitimate regulations for issuing license to ground water users, and the use of water through bowsers is prohibited and not allowed. On the other hand, ATC was illegally extracting water from the KW&SC lines that were not being treated by his plant, which is a severe transgression and cannot be tolerated.

There was illegal activity at the subject location. However, neither equipment was confiscated by KW&SC from said location, nor they are in possession of any items mentioned in the claim list”.

FINDINGS

5. A closer scrutiny of the record reveals that:
- Major (Retd.) Muhammad Rashid, CEO of M/s. Aqua Tech Solution was operating an R.O Plant which was dismantled by the officials of KW&SC on the ground that it was not duly authorized by them. They also claim that they did not confiscate any equipment from his R.O Plant.
 - The complainant has failed to provide any tangible evidence in support of his allegation against KW&SC, though given a fair chance by this Institution to substantiate his claims.
 - The FIR of the incident has been lodged by KW&SC and matter is under investigation by authorized agency.

DECISION

6. In view of the above, the complaint is hereby disposed of being under criminal investigation.

Given under my hand and seal of office.



Sd/-
(Muhammad Sohail Rajput)
 Sitara-e-Imtiaz. PAS
 Ombudsman Sindh
 Karachi, dated; **31st** July, 2025