



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it's the only thing that ever has.

—Margaret Mead

# SHEHRI

January - April, 2002 Vol. 12/No. 1

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## WHO WILL PROTECT KARACHI'S INTERESTS?

As the KBCA Oversee Committee stands dissolved for the 'crime' of demanding transparency in functions and the government of Sindh promulgates the Sindh Regulations and Control (Rules of Plots and Construction of Buildings) Ordinance No. VIII of 2002, regularizing illegal constructions in city, the citizens of Karachi demand justice and protection of their fundamental and civic rights. This **Special Report of Shehri** looks into this issue which has grave implications for the future development of the city and in defining the role and functions of citizen activism.

The recently dissolved Karachi Building Control Authority (KBCA) Committee was an honorary committee and represented varied and different interests covering the whole ambit of expertise available in respect of matters of construction and raising of buildings.

The Sindh Building Control Ordinance, 1979 was promulgated on 3rd March 1979 to provide for regulation of the planning, construction control and demolition of the buildings. The Karachi Development Authority Order, 1957 was promulgated on 13<sup>th</sup> December 1957 with a view to inter alia "opening up congested areas laying out or altering streets, providing public amenities like parks gardens and playgrounds, executing works for water supply and sewerage or by demolishing, improv-



The scales of justice go topsy turvy!!

ing of constructed buildings: for the acquisition of land for such development or improvement.

## The Role and Duty of KBCA

The Hon'ble High Court of Sindh province has enumerated the duty of KBCA as under:

"It is the bounded duty of the K.B.C.A., if it is at all to implement its mandate, to ensure that no unauthorized construction, without a duly approved plan, comes up within the area of its jurisdiction. All or any transgressions have to be visited with prompt and effective action on the part of the K.B.C.A. This, as a rule, should be adhered to by the K.B.C.A., in all respects pertaining to all areas covered by its jurisdiction. If any unauthorized constructions are still raised, the K.B.C.A., has full powers to have the same demolished. Where an unauthorized structure comes to be occupied, the K.B.C.A. has jurisdiction to forcibly evict the unauthorized occupants. Unauthorized buildings can also be sealed pending further action. All the foregoing are supplemental to one another. Such, inter alia, is the effect of section 6 and 7 of the Sindh Building Control Ordinance 1979. In short, the K.B.C.A. has to implement the law, which has created it. Nothing short of that would justify its existence." PLD 1998 Kar 283 at 286A. □



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**EDITORIAL**

**Farewell O' Friend  
of the People!**

**M**ore tragic than the death of Omar Asghar Khan is the fact that the country cannot boast of having many more in its fold who can replace him in terms of commitment to a selfless cause, honesty and profes- sional dedication.

would also prefer not to place themselves in the shoes of the government. Omar, despite protestations from his col- legues, took up the challenge and contributed his bit towards improving things from the other side of the divide.

In a society which is becoming increasingly more materialis- tic, intolerant and violent by the day, peo- ple like Omar offered a ray of hope and a potential for honest and inspired lead- ership. He devoted his entire life to public causes and working for the eman- cipation of the common man, whether as a citizen activist or as a responsible government rep- resentative.



While one may argue over the level of success that he achieved or did not achieve, it was never- theless a bold move and clearly demonstrated the resolve of Omar to make a posi- tive change, from where- ever an oppor- tunity offered itself and even at the risk of open- ing himself to public scrutiny and censure.

With Omar gone, this country is left a poorer place. It is a country which has lost a unique soul and a true friend of the people.

May Omar's soul rest in peace.  
Amen. □

Most of our citizen activists are good on critisizing the govern- ment while at times offering lit- tle in terms of viable alterna- tives to government policies, schemes and projects. They





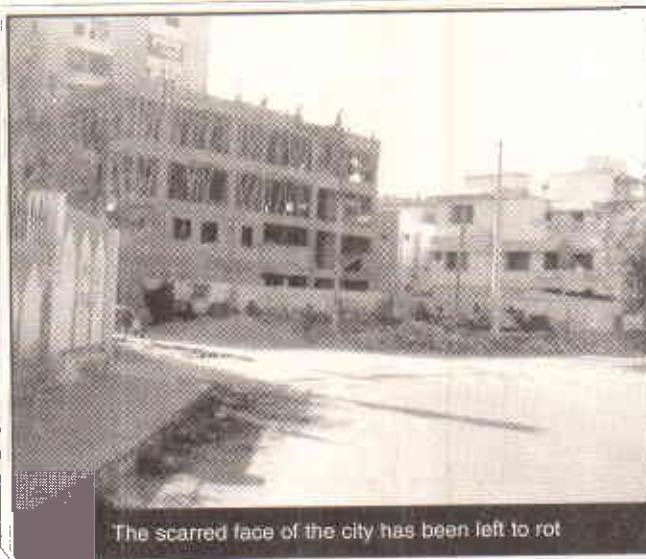
Immediately upon constitution of the KBCA Oversee Committee, it became difficult for the KBCA to act contrary to the Ordinance. Unfortunately, those raising illegal constructions exercised such tremendous influence over the KBCA that despite resolutions of the Oversee Committee, the same were not implemented by the KBCA. The Oversee Committee persevered in making their humble contribution for the betterment of the lives of the citizens of the city, but the KBCA had other agendas to follow. The dedication and integrity of the Oversee Committee is reflected in the fact that it met 40 times till the period of its purported dissolution on 4<sup>th</sup> April 2002. To its credit, the Oversee Committee undertook a number of

detailed examinations and formulated policy both with a view to overcome the artificial bottlenecks created by the KBCA's officers and to ensure that buildings were built only after the plans of the same were approved by the KBCA.

The KBCA, KDA and Government of Sindh realized that the Oversee Committee would not permit the raising of illegal buildings and had taken a very firm position against corruption prevalent in the working of KBCA. The Oversee Committee became a threat to the corrupt and the Oversee Committee took a clear and strong stance against any attempt to regularize illegal construction and as such dried up an avenue for the gratification of the corrupt.

With a view to facilitate corruption, the Government of Sindh promulgated the Sindh Regulations and Control (*Rules of Plots and Con-*

*struction of Buildings*) Ordinance no.VIII of 2002 (*the impugned Ordinance*) on 19<sup>th</sup> March, 2002. The impugned Ordinance sought to amend the Sindh Building Control Ordinance, 1979 by introducing a novel concept of regularization of illegal buildings. Section



The scarred face of the city has been left to rot

5 of the impugned Ordinance stipulated as under:

*Notwithstanding anything contained in any law for the time being in force of judgment, order or decree of any court, any building constructed before the commencement of this Ordinance in violation of the provisions of the Ordinance [Sindh Building Control Ordinance, 1979] or regulations made thereunder, may be regularized by the authority appointed under the Ordinance on the conditions and on payment of the fees as may be prescribed*

The impugned Ordinance does not give any reason as to why it has been promulgated other than that *the Governor of Sindh is satisfied that circumstances exist which render it necessary to take immediate action and accordingly, the Governor of Sindh is pleased to make and promulgate the impugned Ordinance.*

That the impugned Ordinance was

promulgated when the Governor of Sindh has admittedly been performing functions pursuant to the Provisional Constitution Order No. 1 of 1999 and the Provisional Constitution. (*Amendment*) Order No. IX of 1999.

The Provisional Constitution Order No.1 of 1999 inter alia stipulated in its Clause 2(3) as under:

*Fundamental Rights conferred by Chapter 1 of part 11 of the Constitution, not in conflict with the Proclamation of Emergency or any Order made thereunder from time to time and shall continue to be in force.*

And Clause 2(2) of the Provisional Constitution Order No.1 of 1999 inter alia stipulated that:

*...all Courts in existence immediately before the announcement of this order shall continue to function and to exercise their respective powers and jurisdiction.*

It is, therefore, clear that the Provisional Constitution No. 1 of 1999 specifically prohibits the interference with the functions of the courts as well as specifically stipulates that Fundamental Rights continue to be in force.

Acting at a time when the Sindh Assembly was dissolved, it was incumbent upon the Government of Sindh, if at all it was acting in the interest of the citizens and not only for the corrupt elements in society, to consult the Oversee Committee of the KBCA, which was the only established and specialized statutory body well versed in all matters pertaining to buildings and laws and regulations pertaining thereto. Not only the Government of Sindh failed to consult



this statutory body but acted in total contravention of its recommendations not to entertain any purported regularization of illegal buildings.

It seems that the Government of Sindh is not accountable or responsible to anyone. In promulgating the impugned Ordinance, it is advocating the destruction of civil society and the rule of law. Similarly, the Government of Sindh has no right to barter away the rights and benefits of citizens for the aggrandize-

ment of corrupt builders and their accomplices. The impugned Ordinance violates the provisions of the Fundamental Rights. The impugned Ordinance abrogates to itself the powers and functions of the courts and tramples upon the judgements of the Hon'ble High Court of Sindh province as well as the Hon'ble Supreme Court. Such blatant exercise of purported legislative power to protect and advance the interest of the corrupt has never before been exercised in the legislative history of Pakistan.

Colossal amounts have been spent on the KBCA to ensure that the buildings are built in accordance with law. The expenditure on KBCA for the year 2001 - 2002 was Rupees 256 million as disclosed by it and KDA. Over the years, billions of rupees have been spent on KBCA. Unfortunately, public funds have been squandered since the KBCA has miserably failed to

fulfill its statutory charter. The confirmation of this dereliction of statutory duty is the impugned

**The Governor can only use his law making powers as specifically specified, which do not permit him to promulgate laws which have the effect of spreading and or institutionalizing corruption, as is sought to be done by the impugned Ordinance and in particular Section 5 thereof.**

Ordinance itself. It is clear that if the KBCA had done what was required of it, the impugned Ordinance would not have been promulgated. The taxpayer citizens have spent huge amounts on KBCA expecting that it would fulfill its designated statutory duties. But admittedly the KBCA miserably failed to do so. The KBCA and corrupt builders are now being indulged and pampered whilst the unfortu-

nate law abiding citizens are required to pay for and suffer of consequences of the impugned Ordinance. On their part, most employees of KBCA first harassed and fleeced citizens to do their genuine work, whilst encouraged illegal construction activity so that they could be bribed for not enforcing the law.

To remove all hitches in their way and be able to openly flout the law and the Constitution of Pakistan, the Government of Sindh without assigning any reasons whatsoever purported to promulgate the Sindh Regulations and Control (*Rules of Plots and Construction of Buildings*) Ordinance No. VIII of 2002 (*Impugned Ordinance*), made Rules pursuant to the Sindh Regulation and Control (*Use of Plots and Construction of Buildings*) Ordinance, 2002 (*Impugned Rules*) and further purported to *denotify with immediate effect the existing Overseer*

*Committee* vide Notification No. SOL (HTP)/KBCA/6-756/96-(Pt-III) dated 4.4.2002 (*the Impugned Notification*). The purported actions of the Government of Sindh are motivated by malice as is demonstrated by the fact that all such actions have been taken with a view to facilitate and institutionalize corruption. The fact that the Overseer Committee, a specialized statutory body had specifically stated that regularization was uncalled for and against the public interest is further confirmation of the mala fides of the Government of Sindh.

The Governor can only use his law making powers as specifically specified, which do not permit him to promulgate laws which have the effect of spreading and or institutionalizing corruption, as is sought to be done by the impugned Ordinance and in particular Section 5 thereof.

The impugned Ordinance is violative of Article 9 of the Constitution since it is tantamount to depriving the citizens of their lives, safety and well being by permitting regularization of buildings which have been built in violation of law.

In addition to paying no heed to the structural stability or safety of a building the impugned Ordinance permits the purported regularization of a building which may overhang a road, encroach on a pavement, lean on a neighboring plot, has narrow corridors making flight from fire, earthquake or any other natural or man made calamity impossible, and built in violation of every public safety regulation. A building may also be regularized which is built upon the designated compulsory open spaces (COS), essential for light, ventilation, and emergency access. Traffic safety is also compromised





by ignoring the stipulated requirement of chamfering, which requires that a building on a road corner should not create a blind-corner giving rise to accidents, which may result in loss of limb or life. The Government of Sindh has effectively sanctioned manslaughter and transgressed and violated the Fundamental Rights of citizens' guaranteed in Article 9 and 14 of the Constitution.

Permitting regularization of buildings is contrary to Article 14 of the Constitution insofar as it violates the dignity of man. The dignity of man requires that applicable laws be abided by. If a person is permitted to flout the law blatantly and be permitted to get away with it, the same violates the dignity of all.

The dignity of a person rests on his desire to abide by the laws. If another is permitted to violate the law and is further permitted to seek to condone the same, our individual and collective dignity is impaired. Such a system also brings down the majesty of the law and encourages people to break the law on the premise that in the future their illegal action will become legal.

Karachi is situated in a region designated as one of upper-moderate seismic activity and could be subject to tremors in the magnitude region of up to 6 on the scale for recording of earthquakes. The Government of Sindh through the impugned Ordinance purports to sanction buildings constructed having no regard to such potential seismic activity and thereby exposing citizens to real and acute danger.

Such scant regard for public safety borders on criminal neglect. It is being established through the recent examples of Turkey, Taiwan

and Gujrat, India that earthquakes may not kill, but that substandard buildings will most certainly do.

The impugned Ordinance violates Article 25 of the Constitution insofar as those who abide by the laws *are not granted equal protection of law*. Everyone follows the law on the premise that everyone else would also be doing so. The whole regime works on the assumption that any one violating the law will be visited upon by legal penalties stipulated therein. By subsequent condoning of violations of the law, violates the sanctity of the law and is a gross transgression of the equality principle enshrined in Article 25 of the Constitution.

Article 130 of the Constitution prescribes that all matters are to be determined by a cabinet of which the Law Minister is an important component. When the impugned Ordinance was promulgated there was no Law Minister and as such at the time of promulgation of impugned ordinance, the requisite advice could not have been given to the Governor for promulgation thereof.

The levy of the fee in the impugned Ordinance and the Rules is contrary to the concept of the levy of fee as determined by the Hon'ble High Court of Sindh province and the Supreme Court of Pakistan. It is noted that a fee can only be levied in respect of a

service that is being provided. In the present case it is proposed to levy a fee to condone the violation of the law. In any event, such levy of fee is not only a penalty but permits the wrong doer from retaining the benefits derived from his crime. In this regard it is felt that the only punishment that may be meted out to a thief may be the imposition of a fine but such imposition does not mean that the thief gets to keep the stolen property. The impugned Ordinance and the Rules proposed to reward the law breaker by not only not prosecuting him under the Sindh Building

Control Ordinance, 1979 but by permitting illegal buildings to stand or in other words permitting the thief to keep the stolen goods.

In an Islamic society, no one is above the law. However, in the Islamic Republic of Pakistan, an effort has been made to introduce a novel concept of *law*, whereby the guilty and the corrupt are rewarded and made to profit from their misdeeds.

Shehri is of the view that the Sindh Regulation and Control (*Rules of Plots and Construction of Buildings*) Ordinance no. VIII of 2002, the rules made thereunder and the Notification No.SOL(HTP)/KBCA /6-75696-(Pt-111) dated 4.4.2002 are ultra vires the Constitution, void ab initio, illegal and of no legal effect. □

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## COMMENT

# Institutionalizing Corruption?

*Qazi Faez Isa discusses the travesty of justice recently committed by the Sindh Government by legalizing through an Ordinance, the illegal constructions in the city*

The Sindh government has made a law which, in effect, institutionalizes corruption. This ignominy is achieved through the promulgation of the Sindh Regulation and Control (*Use of Plots and Construction of Buildings*) Ordinance, 2002. The measure keeps alive the Jam Sadiq tradition.

Standing at the footsteps of the Quaid's Mazar, Zulfikar Ali Bhutto, who knew his minister well, queried: *I hope that you have not allotted this land to some builder. In whichever abode Jam's soul resides, he must surely be smiling to see those professedly striving against corruption, corrupting the society like never before.*

The new dispensation concretizes illegalities and raises a multi-storied edifice of corruption. If a building juts onto a road, sits astride a pavement, leans onto the neighbour's compound, is structurally weak, has narrow corridors making flight from fire, earthquake or other calamity impossible, what to speak of being a monstrosity of aesthetic rule and built in contravention of every public safety regulation, it can be *regularized*. And every such perversion can be gratified on *payment of the fees as may be prescribed*.

What pleases our illustrious governor displeases every law abiding citizen. Sindh has a long tradition of loot and plunder. However, the dacoits who earlier infested forests have now taken up residence in the heart of the metropolis. Today it is not the hapless traveller who

provides the pickings, our present day robber barons feed on the citizenry from a place which ought to jealously guard the city's virtue, the Civic Centre.

The Karachi Development Authority (KDA) leviathan and its serpentine cousin, the Karachi Building Control Authority (KBCA) have been given the legal mandate to coil around, crush and devour all that is good in the city. Every year the citizens of Karachi pay 1,234 million rupees to KDA and KBCA. KBCA, whose sole task is to ensure that buildings are constructed in accordance with rules and regulations, depletes the city's resources by over 250 million rupees a year. The perennial drain by these organizations on the city's resources has rendered the city financially bankrupt.

The promulgation of this Ordinance confirms that KBCA utterly failed to fulfil its statutory charter. The blazing guns of accountability are nothing but a child's poppycock when tuned onto the obdurate KDA and KBCA. The brigadiers who now sit astride have not subdued these beasts. The ropes in their hands are the

wrong ends of the yolk and the beasts move to further gorge the city.

One had hoped that with the removal of all political pressures from KDA and KBCA, a reason cited for their incompetence and corruption, strict accountability of those who failed to perform their duty would follow. What we see

instead is failure being rewarded. The regularizing fee will be recovered by KBCA to feed itself. A perverse precedent has been established. If you fail to do your job you are not penalized but are rewarded and the public pays for it - : *Havoc and spoil and ruin are my gain (Paradise Lost by Milton).*

There are 913 employees of KBCA. The

Department of Buildings of the New York City, which performs functions similar to KBCA, has a work force of about 400. The 14.7 million population of New York exceeds Karachi's by well over 3 million. But then there is no accountability bureau in New York. Nor is there any city institution under the strict discipline of the army and the pleasure of the governor of the State of New York

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does not result in the promulgation of a 'law' it.

On its part the government of Sindh holds the courts in contempt and abhors the laws of the province. This is best demonstrated in the words of the new Ordinance, Section 5 of which states, that: *Notwithstanding anything contained in any law for the time being in force or judgment, order or decree of any court, any building constructed... in violation of the provisions of the (Sindh Building Control Ordinance or regulations made thereunder, may be regularized by the authority appointed under the Ordinance on the conditions and on payment of the fees as may be prescribed.*

In other words, what a court of law, including the High Court and Supreme Court, has decided is not worth the paper it is written on, provided one has the money to pay off KBCA. If a political government had made such a law it would have been dismissed and the Assembly dissolved, and rightly so. But this is a government, which loudly proclaims its commitment to institution building, rooting out corruption and upholding the rule of law! Interestingly enough, the Regional Accountability Bureau has filed a number of references against members of the previous governments who had illegally regularized buildings, some of which have also resulted in convictions by the Accountability Courts.

There are so many things wrong but the only thing apparently engaging the attention of the government of Sindh is to reward bribery and corruption. To vice industrious but to nobler deeds timorous and slothful.

The dubious pleasure of the governor regulates our lives. A travesty

has been trussed-up as a law under his signature. The cumulative wisdom with which the people of Sindh have governed their lives has been dispatched to the rubbish bin. The KBCA, an opprobrious den of shame, flaunts and strums before the highest courts of the land, which till yesterday had held, that: *it is the bounden duty of the KBCA, if it is at all to implement its mandate, to ensure that no unauthorized construction, without a duly approved plan, comes up within the area of its jurisdiction. In short, the KBCA has to implement the law, which has created it. Nothing short of that would justify its existence (Afzal Khan versus KDA, PLD 1998 Karachi 283).*

There are hundreds of judgments given by the High Court and the Supreme Court which the government of Sindh now states are not binding on the corrupt. When governments failed to check the construction of illegal buildings, the people sought legal redress. The superior Courts of Pakistan came to the rescue of the citizens and directed KBCA to implement the building laws. *KBCA cannot regularize a breach of the regulations (Abdul Razzak versus KBCA, PLD 1994 Supreme Court 512).*

*The regulations should be applied for the benefit of the public and not for favouring an individual and a public functionary which is entrusted with the work to achieve the objective of maximum comfort for the residents of the city cannot act in a manner, which may defeat this objective (Ardeshir Cowasjee versus KBCA, PLJ 1999 Supreme Court 2331). The entire population cannot be allowed to be put in danger for the benefit of a few builders (Begum Saida Qazi Isa versus Quetta Municipal Corporation, PLD 1997 Quetta 1). The paramount consideration should be public interest and public good (KBCA versus Hashwani*

*Sales & Services Limited, PLD 1993 Supreme Court 210).*

But the government of Sindh is not accountable to anyone, and its actions confirm that it considers itself above the law. It has declared a war on the citizens and the courts. It favours illegal buildings and hopes to earn nickels from those who have looted the city's silver to pay for the salaries of the 913 employees of KBCA. It copies the words found over the gates of hell and inscribes them on the portals of our city:

*Through me the way into the doleful city/Through me the way into eternal grief/Through me a people forsaken.*

—Dante's Inferno □

*(Qazi Faez Isa is a Barrister-at-Law and Member, Managing Committee, Shehri-CBE).*

*(Courtesy: Daily DAWN)*



A picture is worth a thousand words!



## SHEHRI ACTIVITIES

### Annual General Meeting of Shehri-CBE (Saturday, 11 May, 2002, Shehri Office)

#### Agenda

1. To confirm minutes of the last AGM
2. Adoption of Annual Report
3. Adoption of Statement of Account
4. Appoint Accountant of Auditors
5. Name of the Managing Committee
6. Any other business

1. To confirm Minutes of the previous Annual General Meeting (AGM)

The Minutes of the previous AGM were read out. Mr. Rizwan Abdullah proposed and Mr. Mohammad Ali Rasheed seconded and the minutes of the meeting were confirmed.

2. Adoption of Annual Report

The Annual Report of Shehri was read out. A new format was used for this year Report, which was appreciated by the members.

Proposed by Mr. Mohammad Ali Rasheed and seconded by Dr. Khairvee, the Annual Report was duly adopted.

3. Adoption of Statement of Account

On proposal of Mr. Rizwan Abdullah and seconded by Mr. Kaikobad J. Dinshaw, the statement of account was read out, Mr. Dinshaw suggested that a copy of the note of



(L-R) Ms. Amber Ali Bhai and Mr. Khatib Ahmed

account also be included in the report. It was agreed that it be done. Mr. Rizwan Abdullah said that the expenses under *Professional and Services* be broken down under different

heads in the future so that it is easy to understand. He was requested to come to Shehri office and advise on how to do it so that it can be done for the coming year.

#### PARTICIPANTS OF THE MEETING

Mr. Khatib Ahmed	In the Chair
Dr. Syed Raza Ali Gardezi	Vice Chairperson
Mrs. Amber Alibhai	General Secretary
Mr. Roland deSouza	Managing Committee Member
Mr. Hanif A. Sattar	Managing Committee Member
Mr. Navaid Husain	Managing Committee Member
Mr. Farhan Anwar	Member
Dr. Khairvee	Member
Syed Muslehuddin Ahmed	Member
Mr. Haroon Khan	Member
Mr. Maqsood Akbar	Member
Mr. Mohammad Ali Rasheed	Member
Mr. Rizwan Abdullah	Member
Mr. Kaikobad J. Dinshaw	Member
Mr. Salman Haroon	Member
Ms. Naila Ahmed	Member
Mr. Derrick Dean	Member
Ms. Victoria deSouza	Member



**4. Appoint Accountant of Auditors**

It was agreed that M/s. Avais, Haider, Zaman and Rizwani to be appointed Auditor for the year 2002 at Rs. 5,000 as remuneration. Proposed by Mr. Muslehuddin Ahmed and seconded by Dr. Khairvee.

**5. Name of the Managing Committee members**

As this was not an election year, the existing Managing Committee would carry on to manage.

Chairperson  
Mr. Khatib Ahmed

Vice Chairperson  
Dr. Raza Gardezi

General Secretary  
Ms. Amber Alibhai

Treasurer  
Mr. Hanif A. Sattar

Member  
Mr. Qazi Faez Isa

Member  
Mr. Navaid Hussain

Member  
Mr. Roland deSouza



**6. Any other business**

Members involvement:  
It was agreed that an invitation be given out to members who want to volunteer time for Shehri work. Meeting be called on 3rd Saturday of each month to involve volunteers.

Mr. Mohammad Ali Rasheed said that one topic would be picked and the volunteers would carry it through and have it implemented. All AGM members offered their condolence to Mrs. Mansoor on the death of her husband and offered fateha. □



**CONDOLENCES**

Shehri-CBE Management, Staff and Members condole the death of Mr. Mansoor Ali (*Husband of Shehri Administrator, Mrs. Mansoor*) who expired on May 3rd, 2002. We share in the grief of his family and pray to God Almighty that his soul may rest in peace - Amen.

Shehri-CBE Management, Staff and Members condole the death of Mr. Syed Kaleem Uddin, Chairman Pakistan Council of Architects and Town Planners (*PCATP*) who expired on August 3rd, 2002. We share in the grief of his family and pray to God Almighty that his soul may rest in peace - Amen.



## Citizen's Help Desk

**S**hehri-CBE, in its ongoing work for the benefit of citizens, has initiated a new public service, called the *Citizen's Help Desk*.

From articles in the newspapers, by word of mouth, and organizational referrals, citizens from all over Karachi know that they can come to Shehri for assistance in airing their grievances with government, obtaining legal action on a problem, or receiving advice on how best to mediate a conflict.

New entering its eleventh year of practice, Shehri-CBE realized that it was time to institutionalize the knowledge and experience it has collected in facilitating complaints so that we could better serve our fellow citizens.

The objective is an opportunity to train in our line of work, create a pressure group and strengthen the communication channel, which is already established with the public functionaries. Accordingly, a website has been created which will be updated regularly. It will provide information to the citizens on how to lodge a complaint, where and how to follow up with the concerned agencies, and for any further assistance and guidance, the citizens can always rely on Shehri-CBE.

The Citizen's Help Desk will assist in the redressal of complaints from citizens on issues related to:

Illegal/unauthorized encroachments in residential premises, misuse of residential plots for commercial purposes, misuse of amenity plots, traffic, parking,

roads, water supply, electricity services, sewerage, solid waste management, tree cutting, assistance in litigation, i.e. the help desk means empowering the citizens to understand the system and how to redress their problems.

*(For details of cases being handled by the Citizens' Help Desk, see page # 11)*

## Education

**I**nter-action has taken place with Women Nazims/Naib Nazims, Councilors entrusted with monitoring educational institutions, viz Schools/Colleges/Technical Institutes of Jamshed Town Union Councils.

called after this in the second week of Ramzan, Wednesday, December 5th 2001 at 9 p.m. Present at the meeting were the Nazim/Naib Nazim / Lady Councilors and male councilors, of UC # 1 Akhtar Colony, Jamshed Town. It was discussed that work will be done in co-ordination with Shehri-CBE administrator and other members of Shehri who are in the education field, with the councilors who have been entrusted with the monitoring of schools in their areas of jurisdiction. It was decided that each school will be visited in turn and details of requirements noted down, number of staff/pupils/quality of education imparted/ and type of motivation required to be done.



A Shehri supported school in Korangi

The first meeting with Union Council # 1 Akhtar Colony, Lady Councilor Dr. Naeema Parveen was held at the UC # 1 on Monday 19th of November, 2001 at 9:30 p.m.

The issue under discussion was the upgrading of Government Schools in the 13 Union Councils of Jamshed Town.

A co-ordination meeting was

A meeting in this regard was held with the Co-ordination Committee, on Wednesday, November 29th 2001, at 10:30 am at the Union Council # 1 Akhtar Colony. Present were the lady councilors in education, Dr. Naeema Parveen, President of the Committee, Dr. Shabana Yusuf, Rabia Begum, Councilor for social uplift and welfare, Mrs. Mansoor, Administrator Shehri.



## A sampling of the complaints received and dealt by the Help Desk in the year 2001

#	Complainants	Plot Numbers	Present Stats
1.	Mr. Shahid Hasan Naseem	61-P, Block-2, PECHS, Commercial construction on residential plot	Illegal construction stopped
2.	Mr. Shafiq Akhtar & others residents of the area	Plot No. 307, PIB Colony Unauthorized construction of extra floor	Illegal construction stopped
3.	Mr. Khalid Anwar Advocate	152-J, Block-2, PECHS, Misuse of Residential plot	No construction work in progress
4.	Mr. Anwar Abbas & other area residents	187-C, Block 2, PECHS Unauthorized construction on 2nd floor	2nd floor has been sealed by the KBCA
5.	Mr. Ghulam Ahmed Khan & other area resident	D-129, D-131/1, D-132/1, Block-5, F.B. Area	No action has been taken by the KBCA so far
6.	Mr. Rehmatullah Khan & others area residents	Plot No. 386, PIB Colony, Commercial construction on residential plot	Construction work has been stopped by KBCA
7.	Shehri-CBE	Plot No. 173-E/2, PECHS The builders have restarted construction on sealed plot	Construction has been stopped
8.	Gul Mohammad	Plot No. 11/31-A, Overseas C.H.S. Block-3, Encroached upon COS for petrol pump renovation	Shehri wrote letters in 2001 Demolition action was taken by KBCA
9.	Mr. Zahid Khan	Plot No. 779/780-C, Commercial Area, PECHS	Matter was resolved in 2001, but the builder is now covered the arcade. Shehri has sent complaint against the illegality
10.	Area residents of KMGHS Block-3	51/3, KMGHS (Behind Liaqat National Library) Illegal construction of Multistory flats on a residential bungalow	The project was sealed on time, and later on Mr. Wasti (COB) desealed the project. Construction of 2nd & 3rd floor is in progress
11.	Ms. Samina Shabbir	Plot No. 24/C, M.A.C.H.S. Illegal Construction	Case is pending in the Sr. Civil Judge IV
12.	Capt. Shahnawaz Koktay	A-1, Dada Bhoj Town, off Shaheed-e-Millat Road Encroachment on 70 feet wide road by Dada Bhoj Multi Purpose C.H. Society	Shehri wrote to the KDA/KBCA. No action has been taken by the authority
13.	Mr. Javaid Sadiq	Plot No. 399, PIB Colony illegal construction on a residential plot	Construction work has been stopped
14.	Mr. Shafiq Akhtar	Plot No. 301, PIB Colony Illegal construction on a residential plot	Construction work has been stopped
15.	Mr. Shams & Qamar	D-13, Block-H, North Nazimabad, Misuse of Residential Plot	Matter is pending
16.	Mr. Aamir Syed	254, Block A, North Nazimabad	Matter is pending
17.	Mr. Hashim Sayed	42-S/6, PECHS Unauthorized construction	Demolition action was taken by the KBCA
18.	Mr. Aftab Ahmed President Mashriq Center office Welfare Association	ST-6/A, Block No. 14, Gulshan-e-Iqbal, Mashriq Center Encroachment on Parking spaces	Shehri wrote letter to KBCA. No action has been taken by the KBCA
19.	Shehri-CBE 206-G, Block-2, PECHS	74-E, Block-2, PECHS residential plot of 400 sq yds encroachment on compulsory open spaces and constructed basement	On Shehri's complained KBCA serves notices, site was inspected builders/owners had removed the encroachment and fill up basement



# Citizens Help Desk Registration Form



1. Complainant Name \_\_\_\_\_
2. Profession \_\_\_\_\_
3. Address (Res) \_\_\_\_\_  
(Others) \_\_\_\_\_
4. Contact Number (Res) \_\_\_\_\_ (Off) \_\_\_\_\_  
(Mobile) \_\_\_\_\_ (E-mail) \_\_\_\_\_
5. Nature of Complaint (Tick Appropriate Box)  
 Land use violations     Water & Sewerage     Power Supply  
 Garbage     Illegal Tree Cutting     Encroachment     General
6. Complaint Address \_\_\_\_\_
7. Action, taken if any by the complainant (attach necessary documentary evidence)
8. Action proposed by Shehri and documents required, if any by Shehri.
9. Action taken/person handling the case.

Date \_\_\_\_\_

Signature of Complainant

Shehri-CBE: 206-G, Block-2, PECHS, Karachi. Tel/Fax: 453-0646  
E-mail: shehri@onkhura.com