



DECISION

Complaint No. : POS/132/2019/KR

Name and address of the complainant : Mrs. Shagufta Naheed
R/o. House No. 5/199, Shah Faisal Colony,
Karachi

Name of the Agency Complained against : Lyari Development Authority (LDA)

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **UNJUST CANCELLATION OF COMPLAINANT'S PLOT NO-R-199, BLOCK-46/C, HAWKS BAY SCHEME BY LDA DESPITE FULL PAYMENT.**

COMPLAINT

Mrs. Shagufta Naheed approached this office on 22.03.2019 alleging that although she had been allotted Plot No.R-199 in Hawksbay Scheme 42 through ballot and had deposited the entire cost of the plot, yet when she approached the LDA for possession, she was informed that the plot had been cancelled on account of short payment. She contended that the cancellation was unjust and requested restoration of her lawful allotment.

PROCEEDINGS

2. The matter was referred to the Land Department, LDA, for comments. The Assistant Director (Land), LDA vide letter dated 23.02.2024 reported that only 50% occupancy value stood paid and since the complainant had not updated her record despite repeated notices, her plot was cancelled and re-allotted to another person in 2012.
3. The complainant contested the report through her rejoinder dated 09.12.2024 stating that she had paid all dues in the designated bank account of LDA and was not at fault.
4. Subsequently, the Assistant Director (Land), LDA through report dated 18.08.2025 admitted that upon verification of the complainant's original file, it transpired that she had indeed deposited full payment. However, due to non-transmission of updated ledger record by the concerned bank, LDA remained unaware of the actual position, resulting in cancellation of the plot and its re-allotment to Mr. Muhammad Haneef s/o Muhammad Yousuf in 2012 through computerized ballot.

FINDINGS

5. It stands established from the complainant's original documents and the latest admission by LDA that she had discharged her full liability. The cancellation of her plot was, therefore, unjustified and attributable solely to administrative lapses, including failure of the concerned bank to transmit updated records and lack of proper reconciliation mechanism within LDA.

6. The complainant throughout remained bona fide, retaining her original file and payment receipts, whereas the deprivation of her allotment was caused entirely by institutional negligence.
7. However, it is also an admitted position that Plot No.R-199 has already been re-allotted to a third party, creating legal complications for its restoration in specie.

DECISION

8. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby dispose of this complaint with the following directions to *the Director General, Lyari Development Authority to:*

- i) *Allot an alternative plot of equal size, value and location in Hawksbay Scheme 42 to the complainant within 30 days.*
- ii) *Ensure that no additional financial burden, penalty or surcharge is imposed upon the complainant.*
- iii) *Submit a compliance report to this office within 45 days.*

Given under my hand and seal of office



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 8th October, 2025

