



DECISION

Complaint No. : POS/4908/2024/F-209

Name and address of the complainant : Mr. Aijaz Ahmed r/o House No. G-8/5, Clayton Quarters, Jahangir Road, Karachi.

Name of the Agency Complained against : Revenue

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject : **DELAY IN ISSUANCE OF LETTER REGARDING VERIFICATION OF DOCUMENTS OF PROPERTY OF THE COMPLAINANT BY THE OFFICE OF DEPUTY COMMISSIONER KORANGI, KARACHI.**

THE COMPLAINT:

Mr. Aijaz Ahmed in his complaint received on 21.10.2024 stated that he had submitted an application to the Cantonment Board Karachi for approval of Building Plan for construction on his plot. The Cantonment Board as per their laws sent his application to the Deputy Commissioner, Korangi, along with the relevant documents for verification, but no action was taken by the Deputy Commissioner's office. He also submitted an application to the Deputy Commissioner's office but of no avail. He therefore, 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 copy of his CNIC and Affidavit on Form-A which he submitted subsequently.
3. The matter was taken up with the Deputy Commissioner Korangi by issuing notice to him. Hearing was held on 04.12.2024. The complainant was sent to Deputy Commissioner's office for resolution of his complaint after telephonic directives by this Institution for an instant solution of the matter.
4. The complainant submitted letter of thanks on 06.01.2025 inter-alia stated that on the intervention of this Institution his grievance has been redressed. He expressed his gratitude towards this Institution.

FINDINGS:

5. The grievance of the Complainant was genuine and got resolved on intervention of this Institution.

DECISION:

6. In view of above, the complaint stands disposed of as redressed.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 14th January, 2025