



## **DECISION**

**Complaint No.:**

POS/382/KHE-17/Adv-Z

**Name and address  
of the complainant :**

Mr. Muhammad Akram Khan,  
R-156/1, Bagh-e-Malir Society,  
Rafah-e-Aam, Shah Faisal Town, Karachi.

**Name of the Agency  
Complained against :**

Sindh Building Control Authority (SBCA)

**Name & Designation of  
Investigating Officer :**

Fasihuddin Khan  
Advisor 'Z'

**Subject :-**

ALLEGED RECEIPT OF EXTRA AMOUNT BEYOND  
SCHEDULED PRICE AND NON-PROVISION OF  
FACILITIES ACCORDING TO APPROVED PLAN  
AT AL-WAHID ARCADE, A-44, MALIR COLONY,  
KARACHI.

### **THE COMPLAINT**

Mr. Muhammad Akram Khan, resident of R-156/1, Bagh-e-Malir Society, Rafah-e-Aam, Shah Faisal Town, submitted his complaint on 09.10.2017 alleging the receipt of extra amount beyond scheduled price by the Builder, non provision of necessary facilities and failure to construct according to the approved plan at Al-Wahid Arcade, A-44, Malir Colony, Karachi.

### **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), and completion of mandatory formalities, the matter was referred to the SBCA for report, vide this office letter dated 20.10.2017. In response, the Agency submitted a report dated 15.10.2018 that the Authority had taken demolition action on 01.11.2018 and removed shutters of the shops constructed in place of toilets at Al-Wahid Arcade, Malir. Also the construction of washrooms and shifting of sewerage lines from front to back side as per building drawing have been ensured in the said building. The Agency's report was sent to the complainant for rejoinder, which was received on 12.11.2018 expressing dissatisfaction on the works of the builder.

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3. After further correspondence with the Agency hearing was held on 13.04.2022, attended by the Assistant Director, SBCA who informed that the builder, Syed Khalid Hussain had expired. The complainant also confirmed it. They also informed that the Project has been purchased by another builder, Syed Masihur Rehman. The complainant requested that keeping other problems aside, water supply may be provided in the said building on priority.

4. Accordingly, owner of the Project was contacted, who reported on 13.06.2022 that the main problems of the complainant had already been solved. He also offered to purchase the complainant's shops on prevailing market value from him but the complainant did not agree.

5. In order to resolve the remaining grievances of the complainant, further hearings were fixed on 10.11.2022, 26.01.2023, 23.02.2023 and 05.06.2023. Both the parties attended the hearing on 05.06.2023. After detailed discussion it was agreed that most of the problems have been resolved except the provision of water in the washroom for which the builder committed to visit the site and get the necessary work done under intimation to this office within 15 days. Next hearing was fixed on 28.12.2023, attended by both the parties. The builder promised to carry out the work for provision of water supply as well as sewerage system in the building and finalize it early. Subsequently, after one month, this office contacted the builder on his cell phone number 0315-8058840, who informed that all the necessary works have been done as per requirement of the complainant. For further verification, the complainant was contacted on telephone who informed that his grievances have been resolved to a large extent and requested to close the matter.

#### DECISION

6. In view of the above, the instant complaint is disposed of as redressed and consigned to record.

**Given under my hand and seal of office.**



**- Sd \-**  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz - PAS  
Ombudsman, Sindh

Karachi, dated

11th December, 2024