

## DECISION

Complaint No. : POS/6884/2023/DG-I

Name and address of the complainant : Engr. Muhammad Rashid, House No. 261, Block-A, Street No. 11, Media Town, Rawalpindi.

Name of the Agency Complained against : Malir Development Authority (MDA)

Name & Designation of Investigating Officer : i) Mr. Akhtar Hussain Bugti,  
Director General-I  
ii) Mr. Masood Ishrat,  
Registrar.

Vetted by :

Subject : DELAY IN REFUND OF AN AMOUNT OF RS.217,250/- DEPOSITED BY THE COMPLAINANT TOWARDS BOOKING OF UNIT # F-012, BLOCK-F, SECTOR 26-A, SHAH LATIF TOWN, KARACHI

### THE COMPLAINT

Engr. Muhammad Rashid filed complaint dated 28.08.2023 stating that bungalow / unit No.F-12, Sector 26-A, Block-F, admeasuring 120 sq.yards (Economy Flats, Shops & Bungalow Scheme), Shah Latif Town, Malir Development Authority, Karachi, was allotted to him in the year 1999. He deposited Rs.217,250/- through monthly installments and stopped further payment due to suspension of construction work by MDA and the resultant encroachment in the area. He added that due to failure of the Agency to complete the project, he has been pursuing for refund of his paid amount, but to no avail, hence he solicited intervention in the matter.

### PROCEEDINGS

2. The complaint was admitted for investigation under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) and after receiving mandatory affidavit on Form "A" and other relevant documents, referred to the Agency for report..

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3. After persuasion, the Agency vide letters dated 15.4.2024 and 30.8.2024 reported that the case for refund of deposited amount Rs.217,250/- has been approved by the competent authority and cheque bearing No.28487627 dated 18.07.2024 has been issued in favour of the complainant.


4. The complainant vide his letter, received on 03.9.2024, while confirming receipt of cheque dated 18.07.2024 amounting to Rs.217,250/-, extended his gratitude for providing relief in the matter and requested to close the case being redressed.

#### CONCLUSION

5. In view of the above, the complaint stands disposed of as fully redressed and consigned to record.

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



  
( Muhammad Sohail Rajput )  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 01<sup>st</sup> October, 2024

