



## **DECISION**

Complaint No. :

POS/2880/KE/198/2024

Name and Address  
of the Complainant :

Mr. Muhammad Hashim Siddiqui, House No. 311-A,  
3<sup>rd</sup> Floor, Baitul Harmain Apartment, Near Wireless  
Gate, Airport, Karachi.

Name of the Agency  
Complained against :

Sindh Building Control Authority (SBCA)

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**ALLEGED INACTION BY AUTHORITIES  
AGAINST THE BUILDER OF SADAF DREAM  
CITY WHO INSTEAD OF COMPLETING THE  
PROJECT AND HANDING OVER POSSESSION  
OF BOOKED FLAT IS ALLEGEDLY  
DEMANDING ADDITIONAL / INCREASED  
AMOUNT OF RS. 14,00,000/-.**

### **THE COMPLAINT**

Mr. Muhammad Hashim Siddiqui, in his complaint dated 07.06.2024, stated that he had booked a Flat No. 302-A, 3rd Floor, Block D, "SADAF DREAM CITY" Karachi with M/s. M. Kamil Builder. Despite paying 95% of the total cost, the builder has increased the flat's price by 50% and is now demanding an additional period of two years to complete the project. He booked the flat on 14.05.2017, under an agreement with builder that he would complete construction within three years for a total cost of Rs. 280,00,00/-. The complainant stated that he has already paid Rs. 265,00,00/-, leaving only Rs. 150,000/- outstanding. However, the builder is now demanding an additional amount of Rs. 14,00,00/-, which is an unreasonable increase. He stated that for the past five years, he was living in a rented house at Rs. 32,000/- per month, putting his family in a difficult financial situation. The action of builder, he stated is not only causing significant financial distress to him but also breaching the terms and conditions of the Agreement. The Association of Builders and Developers of Pakistan (ABAD) has also cancelled the builder's membership due to similar complaints and has refused to assist him. He, therefore, solicited intervention of this office in the matter.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Deputy Director (PSA&C), SBCA, Karachi vide letter dated 29.07.2024 stated that SBCA issued NOC to the builder on 03.01.2014 in the name of "Sadaf Dream City", which had the approved date of completion i.e. 31.12.2018. The allottees of project in question lodged complaints with SBCA against M/s. M. Kamil Builders & Developers regarding delay in construction and demand of extra charges, as well as not handing over possession.

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The SBCA's report added that it issued several letters to builder but no response was received from him. The builders failed to resolve the grievances of the allottees therefore, the competent authority has approved following actions against M/s. M. Kamil Builders:

- Sealing of booking office / Head Office of M/s. M. Kamil Builders & Developers.
- Stoppage of all sort of construction / sale & booking of projects without having the title documents valid approval / NOCs and builder license by concerned director.
- Publication in newspapers for information of General Public.

3. To investigate the complaint in detail the Investigating Officer fixed the case for hearing on 29.08.2024, 25.09.2024, 14.10.2024 and 15.10.2024 which were attended by the complainant and the representative of Agency. The case was discussed at length.

4. While matter was under investigation the complainant appeared before the Investigating Officer on 14.10.2024 and filed letter stating that he has amicably settled the matter with M/s. M. Kamil Builder and requested to close the case.

#### **FINDING**

5. As a result of timely intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

#### **CONCLUSION**

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

*Given under my hand and seal of the office*



**Sd /-**

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

Karachi, dated 13<sup>th</sup> February, 2025