



DECISION

Complaint No. :

POS/18/2021/KC

Name and address
of the complainant :

Mst. Firdous Begum,
R/o. House No. RS-31, Sector 11-1, North Karachi.

Name of the Agency
complained against :

Sindh Building Control Authority (SBCA)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED FAILURE OF BUILDER TO HAND OVER
POSSESSION OF PLOT NO. R-73, "SANOBER GREEN
RESIDENCY", A PROJECT OF AL-ASR ASSOCIATES,
KARACHI**

COMPLAINT

Mst. Firdous Begum lodged a complaint on 12.10.2020 stating that she had booked Plot No. R-73, measuring 150 square yards, in "Sanober Green Residency", a project of Al-Asr Associates, Karachi, and had regularly paid the due installments. However, despite repeated requests, the builder failed to hand over possession of the said plot and instead offered a refund of the paid amount. The complainant declined the refund and insisted on receiving possession. She, therefore, sought the intervention of this office for resolution of the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay. Upon submission of an Affidavit on Form "A" by the complainant, the matter was referred to the concerned Agency.
3. Following extensive correspondence, the Deputy Director (PSA&C), Sindh Building Control Authority (SBCA), vide letter dated 13.09.2023, reported that in a joint meeting of the complainant, the builder, and SBCA held on 03.04.2023, it was amicably decided that the builder would refund the amount paid by the complainant. She was accordingly advised to visit the builder's office with the original file to collect the refund.
4. Earlier, the complainant, through her letter dated 07.07.2023, and her Attorney during a telephonic conversation on 08.05.2025, confirmed resolution of the matter. She also expressed gratitude to the Provincial Ombudsman Sindh, the builder, and SBCA officials for facilitating the settlement.

DECISION

5. The case stands disposed of as redressed.

Given under my hand and seal of this office.



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 26th August, 2025