



DECISION

Complaint No. : POS/4943/2021/Adv-M

Name and address of the complainant : Mst. Farida Begum wife of Abdul Karim Raji House No. 262, Rahmanabad, Block-5, F. B Area, Karachi.

Name of the Agency Complained against : Karachi Metropolitan Corporation

Name & Designation of Investigating Officer : Mir Hussain Ali Advisor-M

Vetted by :

Subject : COMPLAINT AGAINST DEMOLITION OF LEASED HOUSE OF THE COMPLAINANT.

Complaint:

The complainant Mst. Farida Begum resident of House No. 262, Rahmanabad, Block-5, F. B Area, Karachi filed her complaint through her attorney Abdul Karim Raji as compensation was not being paid to her by the Deputy Commissioner, Karachi Central and the Karachi Metropolitan Corporation officials as her house has been demolished for the widening of Gujjar Nala. She requested for intervention of this Institution for the redressal of her grievance.

Proceedings:

2. After due admittance of complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, the same was referred to the Deputy Commissioner, Karachi Central, and the Senior Director, Anti-Encroachment, Karachi Metropolitan Corporation vide letter No. POS/4943/2021/F/23356 dated 18.1.2021. The Senior Director, Anti-Encroachment, Karachi Metropolitan Corporation vide his letter No. SR/DI/KMC/A/E/593/2022 dated 3.11.2021 reported that payment of compensation is being handled by the Deputy Commissioner, Karachi Central.
3. The complainant in a fresh request wanted that proper demarcation of land which can be retained by her be done; so that she can reconstruct her residence.
4. The Assistant Commissioner, Gulberg vide his letter No. A.C/Sub-Div-Gulberg/437/2022 dated 30.9.2022 reported that approximately 25 to 30% of the complainant's house has been demolished whereas according to the NED University Map only 15% was to be demolished. As such the owner is not eligible to receive compensation, which according to policy can only be paid to affectees whose more than 30% house has been demolished.
5. In rejoinder dated 28.10.2022, the complainant stated that about 33-34% of her house has been demolished, and according to the policy she is justified to claim compensation.
6. The Mukhtiarkar, Gulberg vide his letter No MUKH/Gulberg/C/400/2022 dated 21.11.2022 stated that on visiting the site, he has observed that approximately 25 to 30% house has been demolished, whereas according to the NED Map only 15% had to be demolished.
7. The Minutes of the 5th meeting of Provincial Coordination and Implementation Committee chaired by the Chief Minister Sindh confirms the policy of payment compensation to affectees of 30% or more demolition.

Findings:-

8. From the above proceedings it is clear from the reports of the Mukhtiarkar, Gulberg forwarded by the Assistant Commissioner, Gulberg, that around 30% of the residence of the complainant Farida Begum has been demolished for the widening of Gujjar Nala and as such in accordance with the policy, she is entitled for compensation. The NED Map which show 15% needs to be demolished cannot be relied upon, when a confirmed report about actual demolition of 30% has been furnished by the local administration.

Decision:

6. As such, in exercise of powers vested in me under Section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, I do hereby direct Commissioner, Karachi and the Deputy Commissioner, Karachi Central, to pay due compensation to the complainant Farida Begum within three months, as around 30% of her abode has been demolished, which according to the policy has to be compensated.

“Given under my hand and seal of office”

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 7th October, 2025

