



DECISION

Complaint No. : POS/959/KHE/23/2021

Name and Address of the Complainant : Mr. Muhammad Riyaz, S/o Muhammad Ramzan, House No. C-68, Ruffi Sweet Homes, Sector 42-A, Scheme-33, Karachi.

Name of the Agency Complained against : Revenue Department

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED DELAY IN RETURN OF REGISTERED SALE DEED SUBMITTED BY THE COMPLAINANT IN OCTOBER 2018.**

THE COMPLAINT

Mr. Muhammad Riyaz, in his complaint dated 18.02.2021, stated that he submitted the documents for House No. C-68, Ruffi Sweet Homes, Gulshan-e-Umair, Sector-42A, Scheme No. 33, on 15.10.2018 at the Sub-Registrar Office, Gulshan-II, for the registration of sale deed. After submitting all the documents, he received a receipt. He stated that he has visited the Sub-Registrar Office many times since then to collect his sale deed, but unfortunately, he has not received it yet. He spoke to the Sub-Registrar about his situation, but they advised him to discuss it with the Admin Team in another room and took no action. He has repeatedly requested the Clerk and Admin Team many times to help with his file, but they always claim the file is missing and that they will search for it, without any results. More than two years have passed. He has also heard from the staff that paying a certain amount to the Sub-Registrar or other persons could help speed up the process, otherwise, his time will be wasted. 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, the Sub-Registrar-II, Gulshan-e-Iqbal Town, Karachi vide letter dated 01.02.2021, informed that a conveyance deed in respect of double-storey bungalow constructed on residential plot bearing No. R-186, measuring 128 square yards in the housing project known as "Ruffi Sweet Homes" on Plot No. A/3, situated at Sector No. 42/A, K.D.A Scheme No. 33, Karachi, executed by Mrs. Rani Jamali wife of Nabi Bux Jamali in favour of Mr. Muhammad Riyaz son of Muhammad Ramzan, vide Serial No. 8102, dated: 15.10.2018 & Registered No. 5630 dated 15.10.2018. The above mentioned conveyance deed has been processed by his office and was ready to be forwarded to the office of the Inspector of Registration, Board of Revenue Sindh, but the buyer of the said property has not paid the Wealth Tax (Now Advance Income Tax u/s 236 of Income Tax Ordinance 2001) and also did not provide the No-Dues Certificate (which shall be issued by the Cantonment Board Malir, Karachi). After compliance of the above mentioned required N.D.C and F.B.R Tax the above mentioned conveyance deed shall be forwarded to the Inspector of Registration Office.

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3. Copy of the Agency's report was forwarded to the complainant for rejoinder but he failed to respond despite issuance of reminders repeatedly.

FINDING

4. The complainant failed to rebut the Agency's report nor turned-up to pursue his complaint. It appears that either the complainant is satisfied with the Agency's report or have lost interest in pursuing the complaint any further.

CONCLUSION

5. Under the circumstances, when the complainant has failed to respond, it was clear that he has lost interest to pursue his complaint. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose of the complaint on account of non prosecution.

6. This also disposes of complaints bearing No. POS/4579/KE-218/2020 and POS/4812/KE-223/2020 filed by the same complainant being identical in nature.

Given under my hand and seal of the office



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

Karachi, dated 29-01-2025