



## **DECISION**

Complaint No. : POS/1349/KHE-35/2021

Name and Address of the Complainant : Mr. Danish Tahir C-3, KDA Scheme No.01, 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 :- **INACTION ON THE COMPLAINTS MADE AGAINST USE OF RESIDENTIAL PLOTS / PREMISES C-4, C-10, C-12/2, C-14 KDA SCH NO.01 FOR COMMERCIAL PURPOSE.**

### **THE COMPLAINT**

Mr. Danish Tahir lodged an online complaint dated 02.03.2021, alleging that residential plots situated in KDA Scheme No. 1, Karachi (specifically C-4, C-10, C-12/2, and C-14) were being unlawfully used for commercial purposes, such as offices of private/multinational companies, causing problems for the residents. He stated that he made several complaints to SBCA in this regard but all in vain. The complainant therefore sought intervention of this office for redressal of his grievance.

### **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 receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency.

3. A site inspection was conducted on 13.03.2023 by an official of the Ombudsman's Regional Office (Karachi East) in the presence of the complainant. It was observed that although the area is purely residential, several bungalows were found being used for commercial activities, causing inconvenience due to parking of cars and motorcycle and due to increased traffic and noise.

4. The Sindh Building Control Authority (SBCA) submitted its reply on 17.10.2023, informing that show cause notices were issued to the owners of the concerned plots. Whereafter owners have responded by controlling any active commercial use. Inspections by SBCA staff found no fresh construction, commercial usage. SBCA issued letters to the occupants to refrain from misusing the premises in future failing which legal action to be taken.

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**FINDINGS**

5. The SBCA having taken notice of commercial activity on residential premises issued show cause notices to the occupants to refrain from using residential property for commercial activity failing which legal action to be initiated. The owners have abided by the notices. The intervention of this office led to resolution of complainant's grievance.

**DECISION**

6. The complaint thus stand resolved.

*Given under my hand and seal of the office*



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

**Karachi, dated 29-08-2025**

