



DECISION

Complaint No. : POS/3261/2023/DG-I

Name and address of the complainant : Ms. Rubina Wahab, R/o., Flat No. 1/1, Sector 15-A-1, D.C. (Central) Complex Buffer Zone, North Karachi.

Name of the Agency Complained against : Lines Area Re-Development Project (LARP/ KDA)

Name & Designation of Investigating Officer : i) Mr. Asad Ali Khan, Director General.

Vetted by : ii) Mr. Masood Ishrat, Registrar.

Subject : COMPLAINT AGAINST ALLEGED DELAY IN HANDING OVER PHYSICAL POSSESSION OF PLOT NO.R-1857, SECTOR-F, LARP, KARACHI.

THE COMPLAINT

Ms. Rubina Wahab filed a complaint dated 03.7.2024 stating that plot No. R-1857, Sector-F, Lines Area Re-development Project (LARP), Karachi, was allotted to her in the year 1998 but possession of the same has not been handed over on one or the other pretext and despite her continuous approaches to authorities. She, therefore, requested to intervene in the matter.

PROCEEDINGS

2. The complaint admitted for investigation under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, by condoning delay and after receiving mandatory Affidavit on Form "A", was referred to the Agency for report.

3. The Deputy Director (C&S), LARP, KDA vide letter dated 10.9.2024 reported that as per site inspection report of Director (Engineering), LARP, plot in question is under heavy encroachment and that affectees would be accommodated after scrutinizing their claims, as and when rehabilitation / demolition work would be re-started by LARP.

4. The complainant in her rejoinder dated nil (received in this office on 10.10.2024) stated that the Agency has failed to indicate any specific time for removal of such heavy encroachment and requested for directives to the Agency to allot her an alternate plot in any other scheme in Surjani Town or Korangi, Karachi.

5. Hearing in the matter was held on 30.10.2024, when the complainant appeared whereas the Agency preferred to remain away from proceedings. The complainant requested for issuance of directives to the Agency for immediately redressal of her grievance.

FINDINGS

6. I have examined the case and the documents on record. The Agency admitted that the complainant is a bonafide allottee of plot No. R-1857, Sector-F, Lines Area Re-development Project (LARP), Karachi, possession of which was not handed over to her due to encroachment.

7. The Agency failed to remove the encroachment and re-start the work of rehabilitation of affectees of LARP, despite its commitments time and again. Thus, an act of mal-administration on the part of Agency has been established.

DECISION

8. In view of the above and in exercise of powers vested in me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended up to date), I hereby direct the Director General, KDA and Project Director, Lines Area Re-Development Project to ensure removal of encroachment from the complainant's plot No. R-1857, Sector-F, LARP or allot her an alternate plot in lieu thereof in any other scheme i.e. Surjani Town or Korangi Township, after completing all codal formalities and compliance be reported to me within (90) days hereof.

9. The complaint stands disposed of accordingly.

Given under my hand and seal of this office



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

Karachi, dated *2nd* January, 2025