



## **DECISION**

**Complaint No.** : POS/208/2025/DG-I

**Name and address of the complainant** : Syed Muhammad Rehan Rizvi, R/o. A-1/83, First Floor, P.R.E.C.H.S, Block-13-A, Gulshan-e-Iqbal, Karachi

**Name of the Agency Complained against** : Karachi Development Authority.

**Name & Designation of Investigating Officer** : i) Mr. Akhtar Hussain Bugti, Director General-II.

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

**Subject** : ALLEGED DELAY IN ISSAUNCE OF POSSESSION LETTER OF PLOT NO.SB-27, BLOCK-14, SCHEME-36, GULISTAN-E-JAUHAR, KARACHI.

Syed Muhammad Rehan Rizvi, attorney of Ms. Samcera Siddiqui, filed complaint on 08.01.2025 stating that he had purchased plot No.SB-27, Block-14, Scheme-36, Gulistan-e-Jauhar, Karachi in the year 1987 and paid its full occupancy value. He alleged that his approaches to KDA for handing over formal possession of his plot proved to be fruitless exercise. Having failed to get any response from KDA authorities, he solicited intervention of this institution in 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 (amended upto date) by condoning the delay and taken up with the Agency for report.

3. After initial persuasion, the matter was fixed for hearing on 06.3.2025 when Mr. Muhammad Alam Khan, Additional Director Land, KDA and complainant appeared. The representative of the Agency vide letter dated 05.03.2025 reported that the case for condonation of delay in getting possession was submitted to the Director General, KDA on 27.2.2025 and on receipt of approval the same would be sent to Recoveries Department, KDA for issuance of condonation of challan and letter to the concerned Executive Engineer for handing over physical possession of the plot to the complainant.

4. The complainant deposed that in fact there was no need to submit the file for approval as the Director Land KDA is competent to do so and that the matter was being unnecessarily delayed by the concerned officials.

#### FINDINGS

5. I have examined the case and documents on record. The complainant is admittedly lawful owner of plot bearing No. SB-27, Block-14, Scheme-36, Gulistan-e-Jauhar, Karachi, who have been pursuing KDA authorities for issuance of possession letter and delivery of physical possession of his plot for last two years but authorities concerned failed to redress the grievance without any plausible reason. It has also been admitted that the approval of the competent authority is solicited and matter was under process. The delay in completion of process by authorities concerned is an act of mal-administration as defined under the law.

#### DECISION

6. 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, Karachi Development Authority and Director Land, KDA, to process and issue challan for payment of due fee and ensure issuance of possession letter and handing over physical possession of plot No.SB-27, Block-14, Scheme-36, Gulistan-e-Jauhar, Karachi, to the complainant within 30 days hereof.

7. The complaint stands disposed of accordingly.

**Given under my hand and seal of office**



**Sd /-**

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz PAS

Ombudsman, Sindh

Karachi, dated 18<sup>th</sup> March, 2025