



DECISION

Complaint No. : POS/4686/2022/KM/KW

Name and address of the complainant : Mr. Feroze s/o Muhammad Rafique R/o H. No.291 Sector 5-G, Saeedabad, Karachi.

Name of the Agency Complained against : Director (Land), Karachi Metropolitan Corporation (KMC) Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmed Khatri, Regional Director, Regional Office, Keamari (West).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST DIRECTOR LAND, KMC ALLEGING FAILURE TO VERIFY THE ORIGINAL FILE OF PLOT PURCHASED BY THE COMPLAINANT.**

COMPLAINT

Mr. Feroze filed a complaint dated 30.08.2022 wherein he stated that he had purchased a plot No.155, Sector 12, Block C-2, Saeedabad, Baldia Town, Karachi in 1919. The SHO Police Station Saeedabad had sent a letter dated 18.05.2022 to the Director Land, KMC for verification of documents of said plot but the land department, KMC did not respond. The complainant alleged that he is visiting the office of Director Land, KMC since last 05 months to submit verification of documents of his plot but to no avail. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s.10 of the Establishment of the office of Ombudsman for the province of Sindh Act, 1991 (amended up to date), after receiving mandatory affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 09.09.2022 to the Director Land, KMC, Karachi for report, who in response informed vide letter dated 27.09.2022 that the subject plot was allotted to Mr. Idress Khan s/o Abdul Ghafoor vide shifting No. DL/AD(E)36/91 dated 27.05.1991. After that, Mr. Abdul Karim had submitted an application dated 07.01.2019 for verification of documents of said plot and verification letter dated 08.01.2019 was issued to Mr. Abdul Karim. He, further informed that the SHO PS Saeedabad requested vide letter dated 18.05.2022 for verification of the details of the plot along-with the application of the complainant, Feroze. However, as per record, the said plot is entered in the name of original allottee, Idress Khan and no further transaction has been recorded till to date.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 04.06.2024, who in response, informed vide letter dated 12.06.2024 that the Director Land, KMC has not issued verification letter of his plot.
5. The case was head on various dates and the agency submitted latest report vide dated 01.11.2025 that the entry of the plot is still intact in the name of original allottee, Idress Khan s/o Abdul Ghafoor. This position was conveyed to the complainant vide letter dated 15.11.2024 who in response, confirmed that he is in the possession of file of said plot since its purchase in 2019.

FINDINGS:

6. The verification of documents of said plot has been submitted by the agency and forwarded to the complainant and his grievance has been redressed.

DECISION

7. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the province of Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office

Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman, Sindh

Karachi, dated **29th** January-2025

