



DECISION

Complaint No. : POS/1761/KE/118/2024

Name and Address of the Complainant : Mr. Nasir Mehmood, House No.125/9, Drigh Road, Cantt. Bazar, 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 COMPLAINT MADE TO SBCA FOR ACTION AGAINST THE BUILDER OF GULSHAN-E-FALAKNAZ FOR NOT HANDING OVER POSSESSION OF BOOKED UNIT DESPITE PAYMENT OF ALL THE DUES.

THE COMPLAINT

Mr. Nasir Mehmood, in his complaint dated 29.03.2024, stated that he booked a plot at Gulshan Falaknaz in 2003 and timely paid all the dues, including development charges. Afterward, he contacted the builder to handover physical possession of the plot, but the builder informed him that the land where the said plot was located has been encroached by land grabbers. The complainant stated that he submitted an application to the SBCA, but no action has been taken by them. He, therefore, requested our intervention for redressal of his grievance.

PROCEEDINGS

2. After admission of complaint by condoning the 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. In response, Assistant Director PSA&C, SBCA vide letter dated 31.05.2024 forwarded a letter dated 30.05.2024 from builder M/s. Shahdab Developers, which informed that allottee came to their office, where after discussion his matter has been resolved, as he agreed to take refund of his deposited amount. The refund cheque, builder informed, was ready and the complainant/original allottee along with original file was required to appear in builder's office and collect the cheque.

3. Subsequently, the complainant appeared before the Investigation Officer on 08.10.2024 and informed that he has received refund of his deposited sum through a cheque (No. 10908066), Rs. 500000/- from the builder. He submitted a letter dated 08.10.2024 and requested to close the case. He also extended gratitude to this Institution.

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FINDING

4. As a result of timely intervention by this Institution, complainant's grievance has been resolved.

CONCLUSION

5. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 09-12-2024

