



DECISION

Complaint No. : POS/2775/2025/RM-247
POS/2851/2025/RM-253
POS/4398/2025/RM-336
Name and address of the complainant :
Mst. Shazia Zahoor Mahar,
House No.98, Raheem Nagar Rehmani Masjid Street,
Mirpurkhas
Name of the Agency Complained against :
Director, Housing Town Planning Hyderabad
Name & Designation of Investigating Officer :
Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.
Vetted by :
Subject : **Muhammad Naseer Jamali, Advisor-N**

COMPLAINT REGARDING UNJUSTIFIED DEMAND OF BUILDER FOR DEVELOPMENT CHARGES AND INACTION OF THE AGENCY AGAINST THE BUILDER

Complaint

Mst. Shazia Zahoor Mahar filed a complaint dated 04.05.2025 wherein she stated that she had booked a plot in Al-Basit Town Housing Scheme, Mirpurkhas and have paid total cost of plot, amounting to Rs.2,800,000/- before February 2024. She requested the builder to execute registry of said plot but he demanded additional amount of Rs.800,000/- on account of development charges and threatened to cancel her plot if the additional amount is not paid. She approached the District Administration Mirpurkhas and Director, Housing Town Planning Hyderabad for redressal of her grievance but to no avail. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.

3. This office issued a notice dated 16.05.2025 to the Senior Superintendent of Police, Mirpurkhas and Director, Housing Town Planning Hyderabad for report. The case was heard on 23.07.2025, attended by Assistant Director (HQ), Town Planning and Master Plan Hyderabad who submitted report that the grievance of the complainant and others against the builder has been amicably settled on the intervention of District Administration Mirpurkhas and Town Planning Hyderabad on the following terms;

- (a) The additional development charges have been fixed at Rs.400,000/- per plot and both the parties agreed on it.
- (b) The builder will get sale certificate at his expenses and further expenses of stamp paper etc will be borne by the complainant.
- (c) The complaints filed by Muhammad Ashfaq and Mst. Ghulam Fatima against the same builder on the same subject have also been settled on same terms and conditions.

(2)

4. The complainant (s) Mst. Shazia Zahoor and Mst. Ghulam Fatima have confirmed the settlement/redressal of their grievances vide their joint application dated 01.08.2025.

Findings

5. On the intervention of this Institution, grievance of the complainants has been redressed by the agency.

Decision

6. 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 up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

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

Karachi, dated 28th August, 2025

