



DECISION

Complaint No. : POS/5228/KE/468/2024

Name and Address of the Complainant : Mr. Muhammad Kashif R/o B-608, 6th Floor, Fortune Tower, Shahrah-e-Faisal, Nursery, 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 :- **ALLEGED INACTION BY SBCA AGAINST M/S M. KAMIL BUILDER FOR UNJUST INCREASE OF COST.**

THE COMPLAINT

Mr. Muhammad Kashif, in his complaint dated 06.11.2024, stated that he had booked a Flat in “SADAF DREAM CITY” Karachi with M/s. M. Kamil Builder in March 2018, under an agreement with builder that he would complete construction within 48 months. He further stated that he had already paid cost of the flat 3 years ago, whereas work has yet not started and the builder has not only stopped construction at site but also demanding increased cost of flat and not mentioning date of possession. The complainant stated that builder could not ask further payment as per law and against agreed terms and conditions as he was also not a defaulter in payment. He stated that despite filing complaint to SBCA nothing happened. He therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning 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 after receiving mandatory Affidavit on Form “A” and other relevant documents, report was called from the Agency. In response, Deputy Director (PSA&C), SBCA, Karachi forwarded complaint under his letter dated 04.12.2024 to the Builder to resolve the grievances of the complainant within 07 days.

3. Subsequently, hearing was held before the Investigating Officer when complainant and representative of builder appeared. During the course of hearing builder filed report dated 19.12.2024 that he will not charge escalation price from the complainant and will handover peaceful possession of Flat No. A-502 C (D2) as per agreed / booked amount of Rs. 3,250,000/- (flat cost 2,250,000 + loan 1,000,000). The complainant who was also present and expressed his satisfaction over the statement of the builder and filed written request to close the proceedings.

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FINDING

4. As a result of timely intervention and constant pursuance 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



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

Karachi, dated **13th** February, 2025

