



DECISION

Complaint No. : POS/7494/2023/F-105

Name and address of the complainant : Mr. Muhammad Waqas S/o Zahoor Ahmed, Flat No. 701, 7th Floor, Al-Madina Heights, Kharadar Police Chowki, Old City Area, Karachi.

Name of the Agency Complained against : Revenue

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject : **ALLEGED DEMAND OF BRIBE FOR PROCESSING THE SALE DEED FOR REGISTRATION PRESENTED IN THE OFFICE OF SUB-REGISTRAR-II, SADDAR TOWN, IN OCTOBER, 2019.**

THE COMPLAINT:

Mr. Muhammad Waqas in his online complaint dated 01.08.2023 alleged maladministration on the part of Sub-Registrar-II, Saddar Town, Karachi. He stated that his mother Mrs. Uzma (wife of Zahoor Ahmed) had purchased a property and submitted the case for registration of sale deed along with the seller Mst. Jamila (daughter of Abdul Sattar) on 25.10.2019. The document was submitted under Receipt No.062, Serial No.3804. The complainant contended that despite the passage of more than two years, the case had not been processed. Initially, the department raised an objection regarding non-payment of Advance Tax amounting to Rs.74,300/-, which the complainant duly paid via CPR No.IT-20230120-0101-1941048. Upon submission, a new objection was raised concerning grammatical errors in the documents, after which the complainant was asked to produce the vendor along with her original CNIC and relevant property documents. This requirement was fulfilled on 26.12.2022. However, even after compliance with all departmental requirements, the complainant alleged that the staff and Registrar continued to delay processing the case and demanded a bribe of Rs.30,000/-. He claimed that cases of individuals who paid bribes were being processed without any delay. The complainant stated that he is financially constrained and unable to fulfill the illegal demands and that this prolonged delay amounts to mental harassment. He therefore, solicited intervention of this Intervention.

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 up to date) subject to submission of original signed complaint addressed to the Provincial Ombudsman Sindh, copies of relevant documents, copy of his CNIC and Affidavit on form-A, which the complainant subsequently submitted.

Contd....P/2

3. The matter was taken up with the Sub-Registrar, Saddar Town-II, Karachi, who vide his letter dated 26.12.2023 stated that he had assumed charge of the office on 12.09.2023. He denied the allegations made against the Sub-Registrar. He reported that as per office record, the subject Sale Deed executed by Mst. Jamila in favour of Mrs. Uzma Zahoor Ahmed in respect of Flat No. 701, 7th Floor, measuring 600 square feet in the building known as "MADNI HEIGHTS" situated at Ghulam Hussain Kassam Quarters, Karachi, was presented before the then Sub-Registrar on 25.10.2019 under Serial No. 3804. The then Sub-Registrar had adjourned the matter due to non-submission of the original title document (sub-lease), tax receipts and the Completion Certificate under Section 18-G of the Sindh Building Control Authority (SBCA) regulations. It was further stated that the required documents and taxes have not yet been submitted by the parties concerned and now the complainant is allegedly pressurizing the office to register the Sale Deed without fulfilling the mandatory requirements as per the order passed by the then Sub-Registrar. He requested to advice the complainant to submit the requisite documents and pay the applicable government taxes in order to proceed with the registration of the Sale Deed.

4. A copy of the report was sent to the complainant for submission of his comments/rejoinder vide letter dated 02.01.2024 but he did not respond despite two reminder letters. Hearings were also fixed in the matter, which the complainant did not attend without any intimation.

5. Subsequently, the complainant was addressed a letter dated 06.05.2025 advising him to inform current status of his grievance, but he did not respond despite reminder letter dated 26.06.2025. He was also contacted on his given phone number but he is not responding.

FINDINGS:

6. From the above, it is clear that the complainant is not interested to pursue his complaint as he is not responding to the communications of this department.

DECISION:

7. I, in exercise of the 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), hereby dispose of the complaint on non-prosecution.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 30th July, 2025