



DECISION

Complaint No. : POS/4541/2024/108/KHS

Name and address of the complainant : Mst. Sarah Rasool, R/o. Flat No. A-1 / 402, Hina Palace Apartment, Hoshang Road, District South, Karachi.

Name of the Agency Complained against : Sindh Building Control Authority

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office South Karachi.

Vetted by : Ms. Rehana Ghulam Ali Memon, Advisor-H

Subject :

ILLEGAL INSTALLATION OF SOLAR PANELS ON ROOFTOP OF COMPLAINANT'S FLAT BY HER NEIGHBOUR.

THE COMPLAINT:

Mst. Sarah Rasool filed a complaint on 01-10-2024 concerning the unauthorized installation of solar panels on her rooftop by one of the allottees residing in flat No.102, causing cracks in the roof of her flat No.A-1/402, Hina Palace Apartments and damage to her property due to rain water that leaked from cracks. The installation occurred in 2020 while she was abroad from 2018 to 2023. She solicited intervention of the Provincial Ombudsman Sindh.

THE PROCEEDINGS:

2. The complaint was admitted under Section 10, Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning delay, subject to submission of copy of CNIC and mandatory affidavit on Form 'A'. She submitted the necessary documents. The matter was taken up with the Sindh Environmental Protection Authority (SEPA) and the Sindh Building Control Authority (SBCA) for comments/report.

3. In response, Director, SEPA informed that the matter does not pertain to them as they don't deal with the smaller solar panels for residential purpose and the same was forwarded to SBCA. The Deputy Director, Sindh Building Control Authority submitted his report dated 04-02-2025 supported by photographs stated that the solar panels, including their iron frame, had been removed, and minor damage to the roof has been repaired. Mst. Sarah Rasool also confirmed the resolution of her grievance.

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FINDINGS:

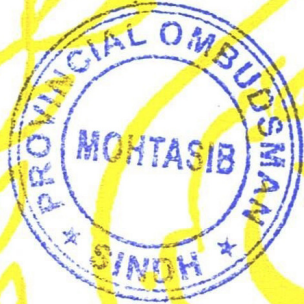
4. The complainant's grievance regarding the removal of solar panels from her flat's rooftop and repair of damaged portion has been addressed.

DECISION:

5. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

6. This also disposes of the case No.POS/RO/09/2024/KHS dated 30.09.2025 of the same complainant with similar issue.

Given under my hand and seal of office.



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

Karachi, dated ^{30th} July, 2025

