



## **DECISION**

<b>Complaint No.</b>	:	POS/5192/2024/F-217
<b>Name and address of the complainant</b>	:	Mr. Shoaib Ahmed Faridi c/o Abdul Saboor Faridi s/o Shoaib Ahmed Faridi, R/o House No. 5/1, 26 <sup>th</sup> Street, Khayaban-e-Tauheed, Phase-V (extension), DHA, Karachi
<b>Name of the Agency Complained against</b>	:	Revenue
<b>Name &amp; Designation of Investigating Officer</b>	:	Syed Ali Mumtaz Zaidi, (PAS), Advisor-F
<b>Vetted by</b>	:	--
<b>Subject</b>	:	<b><u>COMPLAINT REGARDING ALLEGED DELAY IN COMPLETION OF PROCESS OF E-REGISTRATION OF CONVEYANCE DEED SUBMITTED ON 26.06.2024 THROUGH SUB-REGISTRAR CLIFTON, BOR, SINDH.</u></b>

### **THE COMPLAINT:**

Mr. Shoaib Ahmed Faridi in his complaint received on 01.11.2024 stated that on 26.06.2024 he had requested to the E-Stamping section located at City Court Karachi for the generation of Challan Form No.32-A (E-Stamping) for the registration of Conveyance Deed regarding House No. 3-A/III, 26<sup>th</sup> Street, Phase-V Extension, DHA, Karachi in favour of his son's namely Abdul Saboor Faridi and Shahmir Faridi. The staff of the Department generated Challan for E-Stamp against prescribed fee but an incorrect CNIC No.42301-0689976-6 of the Vendor (Seller) got mentioned in the process. This was disclosed on the day when biometric verification in the office of Sub-Registrar-II, Clifton Town, Karachi was to be done. He raised question if CNIC was incorrect, Challan should not have been generated. Eventually he had paid an amount for E-Stamp Fee of Rs.585,000/- on June 28, 2024 for initiating new application in order to avoid any further delay but he confronted another issue that while filing of new application the system showed "CPRs of Vendor and Vendee(s) are already in use/process". Thus he made request to Punjab Revenue Authority (PRA), accordingly, on 29.06.2024 for cancellation of his old application No.202466BE8F94F947 dated 26.06.2024 stuck up with the E-Registration's web portal but unfortunately Punjab Revenue Authority was closed on 29.06.2024 and 30.06.2024 being Saturday and Sunday. The 30<sup>th</sup> of June, 2024, the last working day of Financial year thus ended but his document was not registered. He sought intervention of this Institution to get Conveyance Deed registered in the light of payments made on 28 June, 2024 without paying any further financial liabilities.

**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) and the matter was taken up with the concerned quarters.

3. A hearing was scheduled on 14.04.2025 which was attended by Mr. Iqbal Hussain, Sub-Registrar-I, Clifton Town, and the Counsel of Complainant Mr. Khalid Javed Rao, Advocate High Court. Statements of both the parties were recorded.

4. The Sub-Registrar-I, Clifton Town explained that the onus of matter is not on them since the process of E-Registration of property documents is processed on Citizen Portal at Lahore. The CNIC number as mentioned by Applicant could not be verified by NADRA. Accordingly the complainant filed another E-Registration application through Portal in which correct CNIC number was mentioned and there was no objection appearing in the system. Meanwhile the rate of stamp duty increased from 1% to 2% by the Government. The desire of the complainant is to move/process his documents as per the old application, which is not acceptable by the system as explained above. Therefore, there is no room to accept the plea of the complainant as everything is moving as per E-system.

5. The Sub-Registrar-I, Clifton Town further added that the complainant can withdraw his old application dated 26.06.2024 and consequently apply for the refund to the Chief Inspector of Stamps, Board of Revenue, Sindh, Karachi and the refunded amount can be utilized in new E-Registration, therefore, the complainant will not suffer financially and his grievance will be resolved. The Sub-Registrar also stated that the complainant may also address an application to him stating the facts for record and any other further assistance as may be attracted into the matter.

6. The Counsel on behalf of Complainant showed his satisfaction on above advice for the resolution of his grievance.

**FINDINGS:**

7. During the course of investigation it has been observed that the complainant's actual grievance is that he submitted Conveyance Deed in favour of his two sons for E-Registration which is processed at Punjab Revenue Authority (PRA) Portal, Lahore. The application could not be processed due to an incorrect CNIC number. Subsequently, the complainant again paid the fee and submitted a new application with the correct CNIC number on June 29, 2024. However, since June 29, 2024 was a Saturday and June 30, 2024 was a Sunday, the application could not be processed. In the meanwhile, fees got enhanced effective from the new financial year and the new fees was imposed on the complainant's documents which the complainant is unwilling to pay.

8. The Sub-Registrar-I, Clifton Town advised in the hearing that if the complainant withdraw his old application dated 26.06.2024 from Punjab Revenue Authority and apply to Chief Inspector of Stamps, Board of Revenue, Sindh for refund, the refunded amount can be utilized in new E-Registration process. Therefore, his grievance would be resolved.

9. The complainant agreed to follow the recommendation of the Sub-Registrar, Clifton Town.

**DECISION:**

10. I, hereby 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) dispose the complaint with the following directions:

- i) The Chief Inspector of Stamps, Board of Revenue to facilitate the complainant as per Law/Rules/Regulations for the refund of afore stated amount.
- ii) The sub-office of Public Information Technology Board (PITB) at Karachi shall ensure that this system be updated so in case of wrong CNIC No. etc. the application is rejected on the onset thereby alerting applicants to correct the errors so that such issues do not crop up in future.

*Given under my hand and seal of office*

Sd/-  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated 06<sup>th</sup> May, 2025