



## **DECISION**

Complaint No. : POS/4983/2024/DG-I

Name and address of the complainant : Mrs. Sameera Rizvi, R/o. A-1/83, P.R.E.C.H.S, Block-13-A, Gulshan-e-Iqbal, Karachi

Name of the Agency Complained against : Karachi Development Authority.

Name & Designation of Investigating Officer : i) Mr. Asad Ali Khan, Director General.

Vetted by : ii) Mr. Masood Ishrat, Registrar

Subject : ALLEGED DELAY IN ISSUANCE OF CERTIFIED TRUE COPIES OF DOCUMENTS IN RESPECT OF PLOT NO. SB-27, BLOCK-14, GULISTAN-E-JAUHAR, KARACHI.

### **THE COMPLAINT**

Mst. Sameera Rizvi filed a complaint dated 24.10.2024 stating that she lost the original documents of her plot No.SB-27, Block-14, Gulistan-e-Jauhar, Karachi and has approached KDA authorities for issuance certified true copies (CTC) of the same, but did not succeed despite her continuous follow up and completion of required formalities. She, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. The complaint was admitted for investigation under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning delay and after receipt of mandatory Affidavit on Form "A" taken up with the Agency for report.

3. The Additional Director (Com), Land Department, KDA, vide letter dated 29.11.2024 reported that competent authority has already accorded approval for issuance of CTC subject to statement of the attorney by appearing in person.

4. A copy of the report was conveyed to the complainant for completion of formalities who vide letter dated 14.01.2025, while extending gratitude informed that her grievance has been redressed by the Agency.

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FINDINGS

5. I have examined the case. The complainant alleged that the Agency failed to issue CTC of documents of her plot No. SB-27, Block-14, Gulistan-e-Jauhar, Karachi, despite completion of formalities. However, after intervention of this institution the Agency approved the same and redressed the grievance.

DECISION

6. In view of above and 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), the complaint stands disposed of being fully redressed and consign to record.

**Given under my hand and seal of this office**



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

Karachi, dated **30<sup>th</sup>** January, 2025

