



DECISION

Complaint No. :

POS/1615/KE-120/23

Name and Address
of the Complainant :

Mr. Sohail Ahmed, R/o. House No. R-315, Block-B,
Seven Star Society, Sector 2/A, Scheme-33, Main Super
Highway, Karachi.

Name of the Agency
Complained against :

Malir Development Authority (MDA)

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT AGAINST MDA FOR NON-
ISSUANCE OF ALLOTMENT ORDER IN
RESPECT OF PLOT NO. 1-63-2-CR-209, TAISER
TOWN.**

THE COMPLAINT

Mr. Sohail Ahmed in his complaint dated 16.02.2023 stated that MDA had allotted cottage Industry plot of 120 sq. yards as a result of balloting held in 2012. He stated that he paid all dues through pay order by 2022, and when he submitted "0" form for issuance of allotment order, officials of MDA informed him that payment has been made by him in the wrong bank account and thus is not verified in the MDA's bank account. He, stated that despite having paid all dues, the MDA was not recognizing the same. He therefore, solicited intervention of this office for redressal.

PROCEEDINGS

2. After admission of complaint 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 the Assistant Director Taiser Town (Scheme 45) MDA filed report as well as enclosed copy of confirmation letter from MDA showing payment schedule and allocation letter of Cottage Industry Plot No: 1-63-2-CR-209, File No. CI/GP-0730 allotted to Mr. Sohail Ahmed, holding CNIC No: 42201-6763616-3 in Taiser Town Scheme-45, MDA. The report stated that the confirmation letter issued to complainant dated 01.04.2013 clearly mentioned that "All Payments accepted through Pay Order / Demand Draft in favour of MDA, Taiser Town Scheme-45 in the same MCB Bank Branch, where you had deposited the Application Form".

3. The report added that the allottee / complainant, who had initially deposited booking and confirmation fees amount in MCB Bank Branch had not deposited further payments of his allotted plot in MCB Bank Branch. The report highlighted that complainant resumed payment after several years, and instead of depositing his pay orders in MCB Bank, Water Pump Branch deposited these into an account of SILK Bank, therefore such payment could not be verified. Report added that allotment matter cannot proceed, until the allottee deposit his outstanding payments in MDA Account in "MCB Bank Branch". He further added that complainant has not provided factual position of his case to your office and therefore the complainant may be informed to deposit his outstanding payments in MDA Account in MCB Bank Branch without further delay.

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4. In order to resolve the issue the Investigating Officer took up the matter with M/s SILK Bank to expedite verification of bank drafts deposited by complainant. The matter was also heard on different dates. The final hearing was held on 23.07.2024 when Mr. Muhammad Sohail Mehboob, Zonal Manager, Silk Bank appeared and filed his report dated 22.07.2024 stating that pay orders have been verified and confirmed to MDA Authorities.

5. The matter was taken up with the MDA again, which in response vide letter dated 13.01.2025 intimated that allotment order was ready for issuance, therefore complainant may be advised to visit MDA Office along with original CNIC and plot file/documents to receive his allotment order.

6. Subsequently, the Deputy Director, Taiser Town Scheme-45, MDA vide letter dated 25.01.2025 reported that allotment order of plot no 1-63-2-CR-209, Taiser Town Scheme-45 MDA has been issued to Mr. Sohail Ahmed (allottee) after fulfillment of codal formalities.

7. Copy of the Agency's report was forwarded under letter dated 03.02.2025 to the complainant for confirmation but he failed to respond in writing. However, the Investigating Officer contacted the complainant on telephone when he confirmed receipt of allotment letter. He extended gratitude to this office and requested to close the proceedings.

FINDING

8. As a result of constant pursuance and intervention by this Institution, complainant's grievance has been resolved.

CONCLUSION

9. 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 02-06 - 2025

