



DECISION

Complaint No. :

POS/5804/2021/KC

Name and address
of the complainant :

Mst. Naseem Siddiqui,
R/o House No. 4-B, 2/10, Nazimabad No. 04, Karachi.
Karachi Development Authority,

Name of the Agency
complained against :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Name & Designation of
Investigating Officer :

**ALLEGED NON-ISSUANCE OF CERTIFIED TRUE COPIES (CTC)
OF DOCUMENTS OF HOUSE NO. 4-B, 2/10, NAZIMABAD,
KARACHI.**

Subject :-

COMPLAINT

Mst. Naseem Siddiqui submitted a complaint on November 4, 2021, stating that the title documents of her property, House No. 4-B, 2/10, Nazimabad, Karachi, had been misplaced. She reported the matter to the Police Station, Nazimabad, Karachi. Subsequently, she applied to the Karachi Development Authority (KDA) for the issuance of Certified True Copies (CTCs) of the Mutation Order, Allotment Order, Possession Letter, and Site Plan related to the said property. Despite her multiple follow-ups, the requested documents have not been issued to her. She, therefore, sought the intervention of this institution for redressal of her grievance.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended). The admission was granted by condoning the delay, subject to the submission of an affidavit on Form "A." Upon submission of the required affidavit by the complainant, the matter was referred to the concerned agency for a report.

3. The Assistant Director (ND), Land Management, Karachi Development Authority (KDA), in his letter dated 03.01.2022 and 18-11-2024, submitted the following details:

- i. The plot in question, viz. 4-B, 2/10, Nazimabad, Karachi, was originally allotted/leased to Mr. Hafeez Ahmed in 1952.
- ii. The first mutation of the plot was executed vide Mutation Order dated 22.01.1972 in favor of Mr. Muhammad Ahmed Shaheed.
- iii. Subsequently, the plot was mutated in favor of Mrs. Naseem Fatima Siddiqui D/o Sheikh Rahmatullah, vide Mutation Order No.529 dated 14.06.1976 through a registered sale deed.

4. The Assistant Director stated that the complainant submitted an application requesting the issuance of a Certified True Copy (CTC) of all title documents of this plot. However, the application remained pending due to an ambiguity in the complainant's name. Specifically, the mutation was recorded in the name of "Mrs. Naseem Fatima Siddiqui D/o Sheikh Rahmatullah" instead of "Nasim Siddiqui W/o Waheed Hussain D/o Sheikh Rahmatullah."

5. He further stated that the plot in question was involved in litigation under Suit No. 1402 of 2021, titled Mst. Madeeha Danish & Others vs. Mst. Naseem Siddiqui (Complainant), KDA & Others, before the Hon'ble High Court of Sindh, Karachi.

COMPLAINANT'S REJOINDER

6. A copy of the Assistant Director's report was forwarded to the complainant for filing the rejoinder. In her response, the complainant reiterated the facts stated in her original complaint and renewed her request for the issuance of a CTC for the misplaced title documents of the plot.

7. Thereafter multiple attempts were made to contact the complainant on her provided mobile number, but she failed to respond. A letter dated 02.07.2024 was dispatched to her residence through a Dispatch Rider (D/R). The Dispatch Rider reported that the house was locked. Neighbors informed that the residence had been locked for an extended period, and the current whereabouts of the complainant were unknown.

FINDINGS

8. I have examined the case and noted that:-

- I. A suit (Suit No. 1402 of 2021) was filed in the Sindh High Court in June 2021 by Mst. Madeeha Shah and others against the complainant. The complainant, however, filed the instant complaint on 04.11.2021.
- II. In her Affidavit submitted in Form-"A," the complainant failed to disclose the filing of the aforementioned suit, thereby concealing this material fact.
- III. The complainant is not traceable and his current whereabouts are not known.

DECISION

9. Given the above, the complaint is disposed of on account of non-prosecution.

10. This decision also disposes of another identical complaint bearing No. POS/4912/2021/KC, filed by the same complainant under the name "Naseem Fatima Siddiqui."

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; February, 2025

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