



## DECISION

Complaint No. : POS/5348/2023/HYD/324

Name and address of the complainant : Mr. Aleem Akram  
R/o H.No: 145/B, Unit No: 5, Latifabad,  
Hyderabad.

Name of the Agency Complained against : Regional Director, SBCA, Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST FAILURE TO START CONSTRUCTION OF FLATS AND TO REFUND THE DEPOSITED AMOUNT TO THE COMPLAINANT

### Complaint

Mr. Aleem Akram filed a complaint dated 05.07.2023 wherein he stated that he had booked a flat in the project "Kohsar Icon" sponsored by Karan Builders. He has paid Rs.1,775,000/- but the builder failed to start construction work despite lapse of three years. He approached the SBCA Hyderabad for appropriate action against the builder but to no-avail. Aggrieved by that, he solicited intervention of this Institution.

### Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This Office issued notice dated 31.08.2023 to the Deputy Director, Sindh Building Control Authority Latifabad, Hyderabad who in response, informed vide letter dated 19.10.2023 that the grievance of the complainant has been resolved and the builder has agreed to refund full amount viz; Rs.1,775,000/- to the complainant without any deduction.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 01.11.2023. The complainant vide his letter dated 20.05.2024 informed that he has received total amount of Rs.1,775,000/- from the builder on the intervention of this Institution. He offered thanks to this Institution on redressal of his grievance.

### Findings

- 5 On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

### Decision

- 6 In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, the August, 2024