



## **DECISION**

Complaint No. : POS/4079/KE-327/24

Name and Address of the Complainant : Mst. Amna Shahid, R/o. Flat No. 102, Hassan Mujtaba Town, Shamsi Colony Yaqoobiya Astana, Malir Halt, Karachi.

Name of the Agency Complained against : Hyderabad Development Authority

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :- **DELAY IN REFUND OF DEPOSITED AMOUNT TOWARDS BOOKING OF PLOTS IN GULISTAN-E-SARMAST HOUSING SCHEME H.D.A.**

### **THE COMPLAINT**

Mst. Amna Shahid in her complaint dated 09.09.2024 stated that she and her husband had booked two plots of 120 sq. yards each in Gulistan-e-Sarmast Housing Scheme, HDA. She stated that due to financial constraints they could not deposit further payments and then applied to HDA for refund of deposited amount but HDA didn't take any action. She, 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, but the Agency failed to furnish report.

3. Eventually, in the hearing fixed on 09.04.2025, Mr. Nadeem Khan, Additional Secretary appeared and sought some time to resolve the issue. Accordingly, the matter was adjourned to 28.04.2025 when Mr. Muhammad Aslam Qazi, Secretary and Mr. Asghar Memon, Additional Director, HDA appeared and furnished two cheques amounting to Rs. 1,23,120/- each, against two plots in the name of complainant and her husband towards refund of their deposited amount.

4. Subsequently, complainant was called on 30.04.2025, when the Investigating Officer handed over both cheques to the complainant under acknowledgement. The complainant while extending gratitude to this office requested to close the proceedings.

### **FINDING**

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

### **CONCLUSION**

6. In view of 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