



## **DECISION**

Complaint No. : POS/351/KE/2024

Name and Address of the Complainant : Mr. Zulfiqar Ali r/o. House No. B-69, Survey No. 616, Jaffer-e-Tayyar Society, Malir, Karachi.

Name of the Agency Complained against : Karachi Development Authority (KDA)

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

Subject :- **ALLEGED UNJUST DELAY IN TRANSFER OF PLOT NO. G-67/4, MTS, KDA, DESPITE COMPLETION OF FORMALITIES IN JANUARY, 2023.**

### **THE COMPLAINT**

Mr. Zulfiqar Ali in his complaint dated 20.09.2024 stated that he purchased a Quarter/Plot No. 67/4, Sector-G, in Malir Township KDA, admeasuring 80 sq. yds. He stated that he submitted all necessary documents for the transfer of his quarter in January 2023, and paid many visits to the concerned office for followups, but despite all his efforts, the process has been unnecessarily prolonged due to various systemic delays and bureaucratic hurdles. He further stated that despite obtaining the required signatures and recommendations from the dealing Clerk and having met with the Assistant Director, Additional Director, and Director of Land, the file was not being processed promptly. It was eventually submitted to the IT wing in February 2024 and later to the accounts department in March 2024. The challan was generated and paid in May 2024. However, to his utter dismay, the file was again sent back to the Malir branch and subsequently required to be submitted to the IT department again for issuance of transfer letter. Such prolonged delay, complainant stated, has caused significant inconvenience and financial hardship to him. He, therefore, solicited intervention of this office for redressal of his grievance.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay 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 receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Assistant Director (MTS), Land Management, KDA, vide letter dated 22.10.2024 reported that the file of Quarter No. G-67/4, MTS, Karachi was misplaced and despite efforts of searching in all the offices of KDA, it could not be found. It therefore, requested the complainant to provide the photocopy of all documents of the Quarter in question and color copy of paid challan to KDA office for issuance of mutation letter.

Contd.....



3. Subsequently, the complainant furnished copies of relevant documents to the Agencies office on 06.11.2024 and Agency was directed to expedite action and furnish report. In response the Assistant Director (MTS), Land Management, KDA, vide letter dated 27.11.2024 furnished mutation letter (in original) in favour of complainant.

4. Later, the Investigating Officer called the complainant in his office on 03.12.2024 and original transfer/mutation order was handed over to him. The complainant furnished confirmatory letter and extended gratitude to this Institution upon swift resolution of his complaint. .

### **FINDING**

5. The complaint was genuine as inordinate delay was being caused due to lethargy and inefficiency of the dealing staff of KDA. However, on the intervention of this Institution, the complainant received his mutation/transfer order as a result of timely investigation process initiated in the matter.

### **CONCLUSION**

6. In view of the above, the complaint is disposed of as redressed. However, the Director General, Karachi Development Authority, is directed to streamline working in the office of Assistant Director, MTS, Karachi and also take action against the delinquent officers/officials, who were found guilty for delay in finalization of complainant's case of mutation, under intimation to this office.

*Given under my hand and seal of the office*



**Sd/-**

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 2<sup>nd</sup> January, 2025