



## **DECISION**

**Complaint No.** : POS/35/2024/KM/KW

**Name and address of the complainant** : Mst. Nahid Sarwar, D/O. Muhammad Hassan, House NO. 58, Yousuf Goth, Part 2, New Karachi, Karachi-West.

**Name of the Agency Complained against** : Mukhtiarkar Gothabad, Distirct West.

**Name & Designation of Investigating Officer** : Mr. Aftab Ahmad Khatri,  
Director, Regional Office, Keamari (west).  
Mr. Rafizzuaman Siddiqui,  
Advisor-B

**Vetted by** :

**Subject** : **COMPLAINT REGARDING DELAY IN VERIFICATION OF THE PROPERTY DOCUMENTS OF THE COMPLAINANT.**

### **COMPLAINT**

Mst. Nahid Sarwar filed a complaint dated September 12, 2024, alleging delay in the verification of property documents for House No. 270, Siddique Goth, Surjani Town, which was registered in her father's name, Mr. Sarwar Ali. After his death, the house was occupied by her brothers, and it is presumed that they fraudulently transferred the documents in their names. In this regard, she approached the concerned officials to verify whether the house is still in her father's name or has been transferred without her knowledge in her brothers' names. However, her efforts were in vain. Aggrieved, by the non-cooperative attitude of the concerned agency. She sought the intervention of the Ombudsman of Sindh.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and by condoning the delay.
3. The matter was taken up with the Mukhtiarkar of Gothabad, District West, Karachi, for report. In response, the Mukhtiarkar submitted report vide letter dated October 14, 2024, stating that the date of entry and stamp are missing from both the relevant entries. He noted that the signatures of the then Mukhtiarkar of Gothabad, Karachi, West, were apparently fake and the entries also seem to have been wrongfully inserted into the record. Due to these suspicions, the entries carry no weight in the eyes of the law.
4. The report from the agency was sent to the complainant for a rejoinder. In response, the complainant submitted a letter stating that the problem has been resolved. Furthermore, the complainant expressed her gratitude to the Ombudsman's Office for resolving her issue besides requesting closure of her complaint.

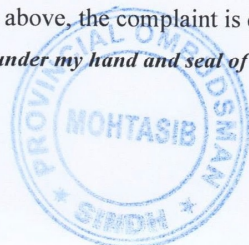
### **FINDINGS**

5. The grievance of the complainant has been redressed on the intervention of the office of Sindh Ombudsman.

### **DECISION**

6. In view of the above, the complaint is disposed of as redressed.

*Given under my hand and seal of office.*



(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz.PAS  
Ombudsman, Sindh  
Karachi, dated; 18 November, 2024

sd/-