



DECISION

Complaint No. : POS/6519/KE/362/2022

Name and Address of the Complainant : Mr. Akhtar Zaib s/o Muhammad Hilal, SC-83, Sector 20-C, Shah Latif Town, Bin Qasim, Karachi.

Name of the Agency Complained against : Sindh Building Control Authority (SBCA)

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

Subject :- **ALLEGED DEMAND OF BRIBE FOR APPROVAL OF BUILDING PLAN FOR PLOT NO. SC-83, SECTOR 20-C, SHAH LATIF TOWN.**

THE COMPLAINT

Mr. Akhtar Zaib stated in his complaint dated 27.10.2022 that he had applied to SBCA one & half years ago for approval of building plan of his commercial plot measuring 150 sq. yards situated at SC-83, Block-20-C, Scheme No. 25-A, Shah Latif Town, Karachi. He stated that despite his continuous efforts, the SBCA has failed to accord approval of his building plan and now were demanding illegal gratification for the same. He, therefore, solicited intervention of this office to get his issue resolved.

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 Deputy Director, District Malir SBCA filed his report dated 08.12.2022, wherein he informed that after receiving application for approval of Ground + 3 Floor commercial building plan on 01.04.2021, the same was timely processed and after having received required verification of ownership from land owning Agency (MDA) on 14.06.2021, the matter was forwarded in time to the competent authority. The report, however, clarified that all such proceedings were carried out in the manual system which was prevailing at that time. However, with the purpose to bring more transparency and facilitate General Public, SBCA has recently launched its Single Window Facility (SWF), whereby all the verifications from land owning agencies were required to be furnished through the E-portal, specifically established for the purpose. The matter of complainant, report explained, was delayed for want of non-submission of requisite verification through E-Portal by MDA. The report added that intimation for submission of verification letter through E-Portal from MDA was duly conveyed to the complainant by SBCA vide its letter dated 10.02.2022.

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3. Rejoinder on such report of SBCA was sought from the complainant, who reiterated his earlier stance that SBCA was unnecessarily delaying approval of his building plan. In order to resolve the issue a hearing was fixed on 18.01.2023, which was attended by complainant and Assistant Director SBCA. The Agency submitted written report that the matter was delayed on account of non-submission of online verified ownership through E-portal by MDA. The Agency was advised by Investigation Officer to again write to MDA for submission of required verification through E-portal. Subsequently, the SBCA as well as the Investigation Officer issued letters to MDA for submission of ownership verification through E-portal. After protracted correspondence with MDA, the SBCA finally on 03.01.2024 informed that it has received the required verification from MDA through E-Portal and now the case was under submission seeking approval of DG SBCA. Finally on 13.06.2024 the Deputy Director SBCA appeared and furnished copy of building plan of complainant's plot duly approved. The same was handed over to the complainant in the subsequent hearing held on 27.06.2024.

FINDING

4. The complainant was genuinely aggrieved due to delay in approval of his building plan, which was caused mainly by land owning Agency MDA, which took over a year in submitting the online ownership verification to SBCA on its E-portal.

CONCLUSION

5. Upon intervention of this institution the complainant's grievance has been resolved, the complaint thus stands redressed.

Given under my hand and seal of the office



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

Karachi, dated 26th August, 2024