



## **DECISION**

Complaint No. : POS/9484/KE/577/2023

Name and Address of the Complainant : Mr. Rehmat Ali, House No. B-807, Alpino Tower-B, Gulistan-e-Johar, Block-10, Karachi.

Name of the Agency Complained against : Malir Development Authority (MDA)

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

Subject :- **COMPLAINT REGARDING FAILURE TO ISSUE POSSESSION ORDER OF PLOT NO. L-721, SECTOR 81/4, TAISER TOWN.**

### **THE COMPLAINT**

Mr. Rehmat Ali in his complaint dated 29.11.2023 stated that he was owner of residential Plot bearing No. No. L-721, Sector 81/4, Taiser Town, MDA, Karachi and had paid development charges as admissible to the MDA for the subject plot. He stated that he had applied for issuance of possession order on 28.03.2023 but regretfully it was not issued to him due to unknown reasons. He stated that he had paid several visits to the MDA Office but no proper response was given as to when possession order will be issued. He, therefore, solicited our intervention in the matter.

### **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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Assistant Director, Taiser Town, Scheme-45, MDA vide letter dated 29.01.2024 reported that as per procedure for issuance of possession order the allottee has to physically appear before the Assistant Director, Taiser Town along with original file and CNIC for verification as such complainant was accordingly advised to physically appear before the Assistant Director for issuance of possession letter with the approval of competent authority.
3. The complainant in his rejoinder dated 17.04.2024 informed that possession order has yet not been issued, despite visiting the MDA Office many times. He requested for issuance of directives to the MDA to issue possession order, without further delay.
4. In order to expedite the matter the Investigating Officer fixed the case for hearing on 01.07.2024 when complainant and Mr. Abdul Qadir, Deputy Director, MDA appeared. During the course of hearing Agency's representative informed that possession order was ready for signatures of Assistant Director, Taiser Town. The complainant was shown copy of the said document. The complainant was advised to appear in the office of Assistant Director, Taiser Town and receive the said possession order.

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5. Later on the complainant appeared in person before the investigating officer on 08.08.2024 and confirmed redressal of his grievance in writing which was taken on record. He also extended gratitude to this office.

### **FINDINGS**

6. As a result of timely intervention and constant pursuance by this institution, complainant's grievance has been resolved.

### **CONCLUSION**

7. In view of the above, 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, dated 24<sup>th</sup> September, 2024

