



DECISION

Complaint No.	:	POS/7377/2023/F-103
Name and address of the complainant	:	Mst. Salma Khursheed wd/o Muhammad Khursheed Alam, Flat No. A-8/B, Block 10-A, Unique Centre, Gulshan-e-Iqbal, Karachi.
Name of the Agency Complained against	:	Revenue
Name & Designation of Investigating Officer	:	Syed Ali Mumtaz Zaidi, (PAS), Advisor-F
Vetted by	:	--
Subject	:	<u>INORDINATE DELAY IN MAKING ENTRIES AND FOTI-KHATA BADAL OF LAND / PLOT LEFT BY DECEASED HUSBAND OF THE COMPLAINANT.</u>

THE COMPLAINT:

Mst. Salma Khursheed in her complaint dated 21.08.2023 stated that her husband late Muhammad Khursheed Alam had died on 26.06.2011. The deceased was the owner of Plot No. PP, Block-9, Survey No. 95, measuring 2666 sq. yds. in Zafar Town Housing Project, Deh Khanto, Tappo Landhi, Malir, Karachi. The widow (complainant) claimed that she along-with her two sons namely Muhammad Shehzad Alam and Irshad Alam are the legal heirs. She stated that KDA Master Plan Department's NOC No. URP326.1/79BC/75-423 dated 07.04.1976 is available on record besides Zafar Town Housing Project Form-C, Physical Possession Order dated 25.09.1979, Allotment Order No. 688 dated 25.09.1979, Site Plan, Revenue Entries and other relevant documents are also available in original record.

2. Despite submission of several applications since 2012 to the Deputy Commissioner Malir, Assistant Commissioners Ibrahim Hyderi and Bin Qasim, Mukhtiarkar, KDA, Senior Member Board of Revenue and to Commissioner Karachi, no action has been accorded so far for mutating the transfer of ownership in the (Revenue) Record of Rights in the names of the legal heirs. She further stated that during the lifetime of her husband he had informed her that applications for establishment of a petrol pump on the said plot and requisite Forms have also been submitted before OGRA and the Ministry of Petroleum, Islamabad but due to lack of funds the matter has remained pending. After his death, the process has further been delayed due to non-entry of inheritance in the official Revenue Record exhibiting legal heirs. She, therefore, solicited intervention of this Institution.

PROCEEDINGS:

3. 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) and the matter was taken up with the Deputy Commissioner, Malir and Mukhtiarkar Ibrahim Hyderi, Karachi.

4. The Mukhtiarkar, Ibrahim Hyderi submitted report dated 26.12.2023 stating that report has been called from the village staff of this office who after verifying the available Revenue record as well as visiting the site has reported that the record pertaining to the Plot No.PP, Block-9, measuring 2666 sq. yds., situated in Zafar Town Housing Project, Landhi KDA Scheme No. 25/A, Karachi is not in the jurisdiction of this office but the said area falls within the limits of KDA.

5. Copy of Mukhtiarkar's report was sent to the Complainant who in response vide letter dated 27.02.2024 contested the report by stating that the Mukhtiarkar has presented an incorrect and a misleading report. The said plot belongs to her husband and is duly recorded in the Record of Rights maintained in the Mukhtiarkar's office. However, it is not the part of the record of Director General, KDA.

6. More than one hearings were fixed by issuing notices to Mukhtiarkar Ibrahim Hyderi and complainant. Representative of Mukhtiarkar attended but the complainant remained absent in all the six (06) hearings.

7. Finally a letter dated 01.08.2025 was addressed to the complainant to intimate current status of her grievance for further proceedings but she did not respond. Complainant was also tried to be contacted on her given cell number but there is no response.

FINDINGS:

8. From the above, it is clear that the complainant is not interested to pursue her complaint.

DECISION:

9. I, in exercise of the powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), hereby dispose of the complaint on non-prosecution.

Given under my hand and seal of office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 22nd September, 2025