



DECISION

Complaint No. :

POS/3536/KE-260/24

Name and Address
of the Complainant :

Syed Hassan Raza s/o Late Muhammad Munawar
Raza, R/o House No. A-108, L.S.R Water Board
Colony, Karachi.

Name of the Agency
Complained against :

Cooperation Department

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

COMPLAINT REGARDING NON-AVAILABILITY OF MANAGEMENT OF AL-RIAZ COOP. HOUSING SOCIETY RESULTANTLY THE COMPLAINANT AND OTHER LEGAL HEIRS ARE UNABLE TO GET TRANSFERRED PLOT NO. Z-31, SURVEY SHEET NO. 35-P/I, ZONAL COMMERCIAL, AREA, BLOCK-3, KARACHI, PURCHASED BY THEIR FATHER THROUGH REGISTERED SALE DEED, ETC.

THE COMPLAINT

Syed Hassan Raza & others in their complaint dated 09.08.2024 stated that they are the legal heirs of the late Muhammad Munawar Raza s/o Muhammad Abdul Raza, who had purchased Plot No. Z-31, measuring 255 square yards, Survey Sheet No. 35-P/1, situated in Zonal Commercial Area, Block-3, Karachi (Al-Riaz Cooperative Housing Societies Limited), through a registered sale deed executed by Mr. Mirza Alam Baig s/o Mirza Abdul Aziz Baig, and the legal heirs include:

- i. Mst. Syeda Ghazala Munawar (Widow)
- ii. Syed Hassan Raza (Son)
- iii. Huda Raza (Daughter)
- iv. Syeda Hamna Raza (Daughter)

2. It has been stated that the complainants have been making efforts for a long time to get the mutation of the said plot in their names. However, they have been unable to locate any operational office or representative of Al-Riaz Cooperative Housing Societies Limited in Karachi. According to the complainants, they have come to know through reliable sources that the affairs of the society are currently being managed from Islamabad under the jurisdiction of the Ministry of Works & Services, Government of Pakistan. They, therefore, solicited intervention of Honorable Wafaqi Mohtasib in the matter which was subsequently forwarded to the Provincial Ombudsman (Mohtasib) Sindh being the provincial matter.

PROCEEDINGS

3. After admission of the complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), and upon receipt of the mandatory affidavit on Form "A" along with other relevant documents, a report was called from the Agency. In response, the Assistant Registrar, Cooperative Societies-II, Karachi shared a letter dated 20.09.2024 addressed to Managing Director, Sindh Cooperative Housing Authority, Karachi for resolution of the complainant's grievances.

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4. In order to resolve the issue, the Investigating Officer fixed the case for hearing on 17.10.2024. The hearing was attended by Mr. Rizwan Ahmed, Sub-Inspector, Office of the Managing Director, Sindh Cooperative Housing Society. He informed that the Al-Riaz Cooperative Society Management Committee has recently been restored under a court order, and now the Registrar, Cooperative Societies, was the authorised office to proceed with the issuance of the mutation of the subject plot through the office of the Registrar, Gulshan-II.

5. In the subsequent hearing held on 20.11.2024, which was attended by Mr. Awais Taj Arain, Assistant Registrar (General), Karachi; Mr. Abid Khan, Inspector/Incharge, Al-Riaz Cooperative Society Committee; and Mr. Kashif on behalf of the complainant, the Incharge of the Committee assured that the complaint would be resolved once the complainant completes the required formalities for the transfer of the plot in question. The complainant's representative also undertook to remain in touch with the Incharge and to complete the necessary formalities at the earliest possible time.

6. Later, Mr. Kashif Yousuf Zai on behalf of the complainant vide letter dated 24.12.2024 informed that he had submitted all required documents, after which the Incharge Committee / Administrator of Al-Riaz Cooperative Society issued an NOC (No. AL-Riaz/020/24 dated 13.12.2024) for sale/mutation. The complainant requested that the Registrar, Cooperative Societies, Sindh, and the Incharge Committee be directed to issue the final Mutation/Transfer Order in favour of the legal heirs without further delay.

7. Investigating officer fixed the case for hearing on multiple dates, when matter was regularly pursued with the Agency. Mr. Abid Khan, Inspector Cooperative Societies / Administrator, Al-Riaz Cooperative Housing Society Ltd., Karachi vide letter dated 19.05.2025 informed that he has complied with the directions of the Provincial Ombudsman's office. Accordingly, he issued the required No Objection Certificate (NOC) in good faith to ensure transparency and prompt resolution of the grievance.

8. Later on, the complainant's representative vide letter dated 26.05.2025 verified the statement of the Agency and confirmed that his grievance has been redressed. He also extended gratitude to this Institution.

FINDING

9. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

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

Given under my hand and seal of the office



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

Karachi, dated 03 - 07 - 2025