



December 22, 2020

TIP/2020/1222/1A

Mr. Shauket Ellahi Shaikh  
Project Director  
M/s. ICARO (Private) Limited  
91-B1- MM Alam Road  
Gulberg 3,  
Lahore

**Subject: Complain Against M/s. ICARO (Private) Limited in sale of Apartment No. 501 at 19 Q Luxury Residence, Plot No.19 Block Q, Gulberg 2, Lahore for Rs. 48,000,000**

Dear Mr. Omer Ellahi Shaikh,

Please refer our last letter dated 17 August, 2020 addressed to you on a complaint received from Mr. Bahauddin Khan – Managing Director & CEO – PAK OMAN INVESTEMENT and a reply of some CEO M/s ICARO (Private) Limited received on 22 August, 2020 which is un-satisfactory and it appears that an attempt has been made to brush aside the grievance of Mr. Bahauddin Khan or you had no reply to the. Grievances pointed out in our last letter.

We were expecting a reply written in a business like manner but it appears that your company acted in a manner in which an Ordinary builder acts. The amount paid to you for apartment is not a petty amount that the things should be taken so lightly and from your letter it appears that such complaints are a matter of routine for you.

We advise you to take this matter seriously and examine the complaint in accordance with the LDA Rules & Regulations for builders and obligations towards purchasers and in compliance of Terms & Conditions of Agreement of sale signed by you, handover the Apartment in perfect, defect free condition as pointed out personally by Mr. Bahauddin Khan to you and withdraw the maintenance charges for the period of non occupation by the complainant and till such time that the apartment is in physical possession of the buyer and fit to use as per his requirements.

It is further expected of you to pay compensation to the buyer for the reasons explained above as Banking practice pointed out by the complainant..



Your immediate action to resolve the issue in light of above will be highly appreciated.

Transparency International Pakistan is striving for across the board application of Rule of Law, which is the only way to stop corruption, and achieve against Zero tolerance against Corruption.

Justice ® Dr. Ghous Muhammad  
Vice-Chairman  
Transparency International Pakistan

*Copies forwarded for the information with request to take action under their mandate to:*

1. Chief Minister, Punjab
2. Director General, NAB Lahore
3. Chairman LDA - Lahore
4. Registrar, Lahore High Court
5. Chairman SECP – Islamabad
6. Copy to Mr. Omer Ellahi Shaikh, Project Director,  
Messrs. ICARO (Pvt) Ltd, Lahore