



DECISION

POS/3479/2025/N-51

Complaint No.:

**Name and address
of the complainant :**

Mr. Ethshamuddin s/o. Hassanuddin,
R/o. House No.R-61/B, Gulshan-e-Millat,
Bagh-e-Korangi, Karachi.

**Name of the Agency
Complained against :**

Senior Superintendent of Police, Korangi, Karachi.

**Name & Designation of
Investigating Officer :**

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST POLICE STATION SHAH
FAISAL COLONY ALLEGING NON-
REGISTRATION OF F.I.R OF THE COMPLAINANT**

Complaint

Mr. Ehtashamuddin filed a complaint dated 04.06.2025 wherein he stated that he was drawing cash through his HBL ATM card on 02.03.2025 at Shah Faisal Colony but his card was not working properly. During that time, another person entered into ATM room with a card also who offered his assistance for drawing cash. After few minutes, he informed that my HBL card was not working but he cheated me by handing over another ATM card and took away applicant's ATM card. Subsequently, complainant received messages from the bank that the cash was being drawn through ATM card as well as shopping on his card. He approached the HBL helpline No.021-111-111-425 to block his ATM card who informed that Rs.1,881,651/- had been drawn through cash and online shopping through his ATM card. He approached at Police Station Shah Faisal Colony to lodge FIR against said person who cheated him but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued a notice vide letter dated 24.06.2025 to the complainant to attend this office alongwith the relevant documents who appeared before Investigating Officer on 10.07.2025 and filed a written statement that his FIR has been registered at P.S. Shah Faisal Colony. The complainant was advised to approach the Banking Ombudsman and Federal Investigation Agency (FIA) with regard to his complaint.

Decision

4. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province of Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed to the extent of lodging FIR by the Police Station.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 30th July, 2025