



DECISION

Complaint No. : POS/4830/2025/Advisor-H

Name and address of the complainant : Mr. Raj Kumar, R/o. Flat No.B-701, Block-B, Parsa Citi Apartments, Near Makki Masjid, Agha Khan-III, Road, Karachi.

Name of the Agency Complained against : Excise, Taxation & Narcotics Control Department, Government of Sindh.

Name & Designation of Investigating Officer : Rehana Ghulam Ali Memon, Advisor (II)

Vetted by :

Subject : **ALLEGED INORDINATE DELAY IN ISSUANCE OF NUMBER PLATES OF THE COMPLAINANT'S VEHICLE NO.BVA-075 DESPITE PAYMENT OF ADDITIONAL FEE ON 10.04.2025.**

COMPLAINT

Mr. Raj Kumar filed an online complaint dated 26.07.2025 stating that he had paid Rs.1000 for issuance of number plates of his vehicle bearing registration No.BVA-075 on 12th November, 2021, he also paid additional fee amounting to Rs.1450/- on 10th April, 2025 but still the Motor Registration Authority, Excise, Taxation and Narcotics Control Department, Sindh, Karachi has not issued the number plates to him, besides, online status is showing "not printed yet". He therefore, requested this Institution to resolve this issue.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of Office of the Ombudsman Sindh for the Province of Sindh Act, 1991 (amended up to date), by condoning delay under Section 10(3) of the Act, subject to submission of original signed complaint addressed to Provincial Ombudsman Sindh, copy of CNIC and Affidavit on Form 'A'. The complainant submitted the required documents.

3. The matter was taken up with the agency vide letter dated 05.08.2025. The Excise & Taxation Officer / Incharge Number Plate Section, Motor Registration Authority, Karachi, through WhatsApp informed that number plates have been handed over to the complainant, and furnished picture of the complainant carrying number plate as an evidence. The Complainant also confirmed through an application received through WhatsApp that he has collected the number plates of his vehicle No.BVA-075 and expressed his gratitude to this Institution for resolving his issue.

FINDINGS:

4. The complainant has received number plates of his car, thus his grievance stands redressed.

DECISION:

5. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands disposed of as redressed.

Given under my hand and seal of office.



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

Karachi, dated 2nd September, 2025