



DECISION

POS/1256/2025/KC

Complaint No. :

Name and address
of the complainant :

Mr. Muhammad Nabeel,
R/o. House No. R-440, Block-16, F.B. Area, Karachi.

Name of the Agency
complained against :

Police Department, Sindh

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED NON-RENEWAL OF COMPLAINANT'S
DRIVING LICENSE**

COMPLAINT

Mr. Muhammad Nabeel submitted an online complaint on 18.02.2025, stating that he had applied for the renewal of his driving license in January 2025. Despite payment of the prescribed fee and making multiple follow-up attempts, the renewed license had not been issued. He, therefore, sought intervention for resolution of the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), subject to the submission of a signed complaint addressed to the Ombudsman Sindh, along with a copy of the complainant's CNIC and an affidavit on Form "A".
3. In this regard, in addition to telephonic communication, two formal letters were issued to the complainant, requesting submission of the required documents. In response, the complainant submitted a letter dated 23.05.2025, confirming that his driving license had since been issued. He also enclosed a copy of the renewed license, along with copies of his CNIC and the affidavit on Form "A", and requested that the case be closed. As the driving license has been issued, the grievance stands resolved. Therefore, no further action is required by this office.

DECISION

4. In view of the above, the complaint stands redressed and is hereby disposed of accordingly.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; **26th** June, 2025