



DECISION

Complaint No. : POS/2855/2025/KM (W)

Name and address of the complainant : Mst. Tasneem Munee R/o. JC-345, Manghopir Road, No. 16, Johar Colony, Karachi.

Name of the Agency Complained against : Senior Superintendent of Police, District Keamari, Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT ALLEGING INACTION OF PAK COLONY POLICE STATION ON THE APPLICATION OF THE COMPLAINANT.**

COMPLAINT

Mst. Tasneem Munee filed a complaint dated 12.05.2025 wherein she stated that she had sold her house bearing No. 2306, Block-B, New Hasrat Mohani Colony to Muhammad Rasheed and Shahid Hussain. They paid an amount of Rs.400,000/- in cash as advance and a cheque of Rs. 550, 000/- for remaining payment. She deposited the cheque in her bank account which was dishonoured. She demanded her amount from the purchasers who threatened her for dire consequences. She approached the S.H.O, Police Station Pak Colony, Karachi for taking legal action against them but to no avail. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory affidavit on Form-A, relevant documents and by condoning the delay.
3. This office issued a notice dated 23.05.2025 to the Senior Superintendent of Police, District Keamari, Karachi for report. In response, the Station House Officer, Pak Colony Police Station, Karachi informed vide letter dated 16.06.2025 that the matter is a civil dispute between the parties.
4. The case was heard on 10.07.2025, attended by the complainant, representative of Police Station and Mr. Shahd Hussain, the opponent party. The matter was discussed and amicably resolved that opponent party will pay Rs. 325, 000/- to the complainant and she will hand-over the property documents to the purchaser party.
5. Subsequently, the complainant appeared before Investigation Officer Keamari on 09.09.2025 and filed a written statement that her problem has been resolved.

FINDINGS

6. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), 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 13th October, 2025

