



DECISION

Complaint No. : POS/5087/KHE/246/2021

Name and Address of the Complainant : Mr. Danish Memon, Administrator, Al-Khaleej Tower Association, Office No.40/1, 4th Floor, Shaheed-e-Millat Road, BMCH Society, Karachi.

Name of the Agency Complained against : Police / KMC

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

COMPLAINT REGARDING ALLEGED DOUBLE PARKING OF VEHICLES IN FRONT OF ALKHALEEJ TOWER, SHAHEED-E-MILLAT ROAD CAUSING PROBLEMS.

THE COMPLAINT

Mr. Danish Memon, Administrator of Al-Khaleej Tower Association, filed a complaint alleging that continuous double parking in front of Al-Khaleej Tower on Shaheed-e-Millat Road was causing serious inconvenience to residents and visitors. He also stated that no action had been taken on previous applications submitted to relevant authorities. He therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency.

3. Notices were issued to DIGP (Traffic) Karachi and the Metropolitan Commissioner, KMC. The matter was taken up by SSP Traffic District East, who directed DSP Traffic New Town to conduct a probe. The DSP reported that the area in question is a busy commercial hub, frequented by visitors all day long till late in night, due to presence of nearby Medicare hospital and Ali Medical Centre as well as several other commercial outlets and traffic police keeps taking regular action against illegal/ double parking. The report stated that a total of 2,482 challans were issued, and 300 vehicles were impounded during the year. The DSP also confirmed that directions have been issued for continuous legal action and deployment in the area. In order to investigate the case in detail, the investigating office heard the case on different dates. During final hearing, it was observed that the issue is a perennial one due to high traffic volume, existence of hospitals and commercial activities in the vicinity.

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FINDINGS

4. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that issue of double parking in the area is the result of high density of traffic and commercial establishments, as well as presence of large hospital regularly visited by patients.

5. The traffic police have taken reasonable enforcement actions (issuance of challans and impounding of wrongly / doubly parked vehicles and have increased patrolling in the area to deter wrong / double parking by visitors thus addressed the issue amicably.

DECISION

6. The complaint thus stand redressed

Given under my hand and seal of the office



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 22 - 10 - 2025