



## **DECISION**

**Complaint No.** : POS/1704/2023/Adv-M

**Name and address of the complainant** : Mr. Tariq, General Secretary, Sindh Taxi Meter Mechanic Association, Shop # 1, Masjid Al-Sattar, Near Radio Pakistan, Karachi.

**Name of the Agency Complained against** : 1. Sindh Mass Transport Authority  
2. Traffic Police

**Name & Designation of Investigating Officer** : Mir Hussain Ali  
Advisor-M

**Vetted by** :

**Subject** : INACTION ON THE REPRESENTATION MADE FOR ENSURING INSTALLATION AND CHECKING OF FARE METERS IN TAXIS AND RICKSHAWS WHILE ISSUING OR RENEWING FITNESS CERTIFICATES.

### **Complaint:**

Mr. Tariq, General Secretary, Sindh Taxi Meter Mechanic Association filed a complaint against the Sindh Mass Transport Authority and Police Department for not ensuring that fare meters are installed in taxis and rickshaws while issuing fitness certificates under Rule 124 of Motor Vehicle Rules 1969 and regarding issuance of fake certificates. He therefore has sought intervention of Provincial Ombudsman Sindh for redressal of his grievance.

### **Proceedings:**

2. The complaint admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 was referred to the Secretary, Transport & Mass Authority Department, the Deputy Inspector General, Police (Traffic) and Director General, Sindh Mass Transport, for comments. In response, the Motor Vehicle Inspector Taxi / MCR Branch, MVI Wing, Saeedabad, Karachi, has informed that implementation of Rules 124 & 125 of Motor Vehicle Laws is only possible, if police support is provided during road checking.
3. The comments from the Agency dated 11.9.2023 were provided to the complainant, who in his communication dated 20.9.2023 has totally disagreed with the contention of the agency and reiterated his earlier complaint. The same was sent to the agency for further comments. Meanwhile, the complainant Mr. Tariq, General Secretary, Sindh Taxi Meter Mechanic Association, appeared in the office the Director General-II on 24.10.2024 and filed an application dated 24.10.2023, stating wherein that he is withdrawing his complaint on the ground that a new Motor Vehicle Inspector, has been posted, who has assured that he will implement the Rules in this regard.

### **Decision:**

4. Further proceedings on this complaint are hereby stopped as the complainant Mr. Tariq, General Secretary, Sindh Taxi Meter Mechanic Association, has withdrawn his complaint, and the complaint is consigned to the record.

“Given under my hand and seal of office”



**Sd /-**

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH

Karachi, dated 23<sup>rd</sup> December, 2024