



DECISION

Complaint No. : POS/4353/2024/102/ KHS

Name and address of the complainant : Mr. Ghulam Mujtaba, R/o 35-C, Khayaban-e-Shamsher, DHA, Phase-5, Street 10, Defence, Karachi.

Name of the Agency Complained against : Police Department

Name & Designation of Investigating Officer : Syed Maqsood Haider, Regional Director (South).

Vetted by : Mr. Asad Ali Khan, Director General - I.

Subject : ALLEGED NON-REGISTRATION OF F.I.R. REGARDING THE MISSING MOBILE PHONE OF THE COMPLAINANT

THE COMPLAINT

Mr. Ghulam Mujtaba filed a complaint on 20-09-2024, alleging that upon returning home from Saddar, he discovered that his mobile phone was missing from his pocket. When he approached Preedy Police Station to lodge an FIR, the duty officer requested documentation related to the missing phone, which he was unable to provide at that time. Consequently, his report was not registered. He sought the intervention of the Provincial Ombudsman Sindh in this 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). After condoning the delay and receiving the mandatory affidavit on Form "A," the matter was taken up with the agency for a report/comments.

3. A hearing was fixed on 13-11-2024. During the hearing, Mr. Qurban Ali, Inspector of Preedy Police Station, appeared before the investigating officer and submitted a report dated 13-11-2024 from the Station House Officer (SHO), Preedy Police Station, District South Karachi. The report stated that appropriate action would be taken upon the complainant's visit to the police station. During the hearing, the Investigating Officer (IO) of the Ombudsman's Office contacted the complainant by phone asking him to communicate directly with the agency's representative. The agency's representative assured the complainant that necessary action would be taken upon his arrival at the police station.

4. Subsequently, the complainant was contacted by phone to confirm the redressal of his grievance. He confirmed that his issue had been satisfactorily redressed and stated that he no longer had any complaint. Due to his current hospitalization for medical treatment, he requested that the case be closed as he was unable to provide a written confirmation. He expressed his gratitude during the phone call for the action taken by the Ombudsman secretariat.

Contd...P/2

FINDINGS

5. Based on the above, it is evident that the complainant's grievance has been redressed.

DECISION

6. In light of the above, the complaint stands disposed of as redressed and is consigned to the record.

7. The complainant had also filed an online complaint (No. POS / 4230 / 2024 / 99 / KHS) regarding the same issue. Given the identical nature of this online complaint, its resolution is also addressed within this decision and it is consigned to the record.

Given under my hand and seal of this office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh

^{27th}
Karachi, dated January 2025.

