



## **DECISION**

Complaint No. : POS/1339/2025/H

Name and address of the complainant : Mr. Rashid, R/o.H. No.240/A, Street No.1, Rehmat Chowk, Sector 11 1/2, Orangi Town, Karachi.

Name of the Agency Complained against : Excise, Taxation & Narcotics Control Department, Government of Sindh.

Name & Designation of Investigating Officer : Rehana Ghulam Ali Memon, Advisor (H)

Vetted by :

Subject : **COMPLAINT AGAINST ALLEGED ISSUANCE OF NUMBER PLATE OF COMPLAINT'S CAR NO.BPX-752 TO SYED AFTAB SHAH, AN EMPLOYEE OF THE AGENCY.**

### **COMPLAINT**

Mr. Rashid filed an online complaint stating that number plate of his car No.BPX-752 was mistakenly issued to Syed Aftab Shah, an employee of the Excise, Taxation and Narcotics Control Department. The complainant alleged that despite several attempts and requests to the agency as well as Syed Aftab Shah, he failed to get his number plates. He therefore, sought our intervention in getting the number plates of his car from Syed Aftab Shah, an employee of Excise, Taxation & Narcotics Control Department, Sindh.

### **PROCEEDINGS**

2. The complaint was admitted on 27.02.2025 under Section 10 of the Establishment of Office of the Ombudsman Sindh for the Province of Sindh Act, 1991 (amended up to date), by condoning delay under Section 10(3) of the Act, subject to submission of original signed complaint addressed to Provincial Ombudsman Sindh, copy of CNIC and Affidavit on Form 'A'.
3. The complainant was asked vide letter dated 04.03.2025 to submit original signed complaint addressed to Provincial Ombudsman Sindh, alongwith all relevant aforementioned documents.
4. The complainant through letter dated 05.03.2025 received through WhatsApp, informed that he has received the number plates of his car No.BPX-752 and his grievance has now been resolved. He expressed his gratitude for cooperation and assistance in the matter.

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**FINDINGS**

5. I have examined the case and found that:
- i. The complainant has received number plates of his car, thus his grievance stands redressed.
  - ii. The matter resolved prior to issuance of notice to the Agency.

**DECISION**

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands disposed of as redressed.

*Given under my hand and seal of office.*



**Sd /-**  
Muhammad Sohail Rajput  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 18<sup>th</sup> March, 2025

