



## **DECISION**

**Complaint No.** : POS/3080/2025/Adv-H

**Name and address of the complainant** : Mst. Shamim Akhtar, C/o. Syed Muneeb Rizvi, Mall Road, Near High Court, P.O. Box No.200 (GPO), Lahore.

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

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

**Vetted by** :

**Subject** : **REQUEST FOR HELP IN PROVIDING INFORMATION REGARDING PROCEDURE FOR TRANSFER OF VEHICLES PURCHASED BY THE COMPLAINANT FROM BANK AND TRANSFER, ETC.**

### **COMPLAINT**

Mst. Shamim Akhtar filed a complaint on 15.05.2025 stating that she had submitted an application dated 01.01.2025 to the Director General, Excise, Taxation and Narcotics Control Department, Sindh, for want of information regarding procedure, required documents and fees for transfer of a vehicle purchased from the Bank, but the Agency failed to respond to her application. She therefore, sought intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted 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 detailed complaint, copies of relevant documents, CNIC and Affidavit on Form 'A'. The complainant submitted the required documents.
3. The matter was taken up with the Director (Admn/MVR) and Deputy Director (Admn / MVR), Motor Registering Authority, Karachi. The Excise & Taxation Officer (RR) & Motor Registering Authority, Karachi furnished report vide letter No.ETO/MRA(RR)/5191 dated 12.06.2025 containing information regarding formalities for transfer of a vehicle purchased from a Bank, i.e. Original file / documents (in case of returned filed), Bio-metric of seller and purchaser, transfer letter sale deed on 'E' stamp paper of Rs.1,000/- having signature of seller / purchaser along with photocopies of valid CNIC of both parties and after issuance of Payment Slip ID (PSID) and payment of Fee, the documents will be kept in the Excise Office for issue of MVR Smart Card in the name of transferee. After completion of proceedings, the original file / MVR smart card will be returned to the owner.
4. Copy of the above report was forwarded to the complainant vide letter dated 16.06.2025 for her rejoinder. The complainant vide her whatsapp message received on 09.07.2025 informed that she got the required information with the help of this Institution, expressed her gratitude and requested for closure of the complaint.

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**FINDINGS**

5. The complainant's plea regarding information / procedure for transfer of vehicle purchased from a bank has been addressed.

**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), I hereby dispose of the complaint as redressed.

*Given under my hand and seal of office.*

