



## **DECISION**

**Complaint No. :**

POS/966/KR-19/2024

**Name and address  
of the complainant :**

Mr. Abdul Rahim, House No.141, Area 37/A, Street No.2, Shah Khalid Colony, Landhi No.3, Karachi.

**Name of the Agency  
complained against :**

Police Department, Sindh

**Name & Designation of  
Investigating Officer :**

Mr. Iqbal Nafees Khan  
Director, Regional Office, Korangi, Karachi

**Subject :-**

**ALLEGED UNJUST REFUSAL TO RENEW HTV DRIVING  
LICENSE OF THE COMPLAINANT.**

### **THE COMPLAINT**

Mr. Abdul Rahim filed a complaint on 15.02.2024 against the Traffic Police, stating that he was issued an HTV Driving License in 1981, which had been regularly renewed over the years. However, upon approaching the driving license office to add a motorcycle category to his existing license, he was informed by the officials of a discrepancy between his CNIC and driving license. but the officials neither specified the nature of the discrepancy nor provided any clarification, and they refused to renew his HTV Driving License.

### **PROCEEDINGS**

2. The complaint was referred to the agency for a report/comment. In response, the DSP, Driving License Branch, Clifton, Karachi, through letter No. DSP/DL/BR/2024 dated 10.06.2024, reported that the complainant was approximately 16 years and 5 months old when the HTV/LTV license was issued to him, whereas the minimum age required for getting such license, under the law is 21 years. Consequently, his HTV license was not renewed further.

3. In his rejoinder dated 08.07.2024, the complainant contested the agency's report, stating that his HTV license had been renewed twice by the agency, in 2012 and 2017, without mention of any discrepancy. He further argued that now at the age of 59 years, his HTV license is being declared invalid.

4. During the hearing held on 28.08.2024, Inspector Abdul Haleem Kolachi appeared on behalf of DSP Traffic, while the complainant was present in person. Both parties reiterated their earlier positions. Mr. Kolachi stated that the complainant had applied for a fresh HTV license, which could be issued to him upon completion of the mandatory waiting period as prescribed by law. This period will be completed in 2025. Upon the suggestion of the Investigation Officer, Mr. Kolachi agreed to issue a certificate verifying the genuineness of the complainant's existing license, enabling him to drive vehicles until the new one is issued.

5. On 03.09.2024, a letter was issued to the complainant from the Driving License Branch, Clifton, Karachi verifying the genuineness of his existing license, which remains valid until 22.09.2027. The complainant is allowed to drive vehicles using the verified license until a new license is issued. A copy of this letter has been submitted to this office by the police



**FINDINGS**

6. The agency has verified the authenticity of his existing license, thereby enabling him to legally drive vehicles until a new license is issued to him after the mandatory waiting period is completed. This resolution ensures that the complainant is not unduly disadvantaged during the interim period and provides a practical solution to the concerns raised in his complaint. Accordingly, the complainant's issue has been effectively resolved

**DECISION**

7. The case is disposed of as redressed

*Given under my hand and seal of office.*



**- Sd \-**

**(MUHAMMAD SOHAIL RAJPUT)**

*Sitara-e-Imtiaz.* PAS  
Ombudsman, Sindh

Karachi, dated the 11-12-2024

