



DECISION

Complaint No. : POS/4275/2025/Adv-H

Name and address of the complainant : Mr. Muhammad Faisal, House No.1137, Block-3, F.B. Area Gulberg, 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 : **ALLEGED DELAY IN ISSUANCE OF NEW NUMBER PLATE (ATR-178) APPLIED BY THE COMPLAINANT ON 19.03.2025.**

COMPLAINT

Mr. Muhammad Faisal filed an online complaint on 08.07.2025 stating therein that he applied for new number plates for his vehicle bearing No.ATR-178 on 19th March, 2025 but has still not received the same. He tried to know the status from the Excise, Taxation and Narcotics Control Department, Sindh's website which indicated the status as 'printed not yet'. He, therefore, solicited intervention of this Institution for resolving his issue.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), subject to submission of copy of CNIC and Affidavit on Form 'A'. The complainant submitted the required documents.
3. The matter was taken up with the Agency vide letter dated 17.07.2025. The Assistant Excise and Taxation Officer / Incharge Number Plates Section, Motor Registration Wing, Karachi vide letter No.INCH/AETO/N.PLATE/MR/7850 dated 31.07.2025 informed that number plates of the complainant's vehicle No.ATR-178 are ready and the complainant may be advised to visit the office of Motor Registration on any working day and collect the number plates. The complainant was informed accordingly.
4. The complainant vide letter received on 12.08.2025 through email informed that he had received the number plates of his vehicle, confirmed redressal of his grievance and expressed gratitude to this Institution for providing assistance.

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FINDINGS

5. The complainant has received the security featured number plates of vehicle on intervention of this Institution, hence his grievance has been redressed.

DECISION

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of 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.



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

Karachi, dated **18~~th~~** August, 2025