



DECISION

POS/90/2025/KC

Complaint No. :

Name and address
of the complainant :

Mr. Shoaib Qayyum,
R/o. House No. B-16, Sector 15-A-5, Buffer Zone, Karachi.

Name of the Agency
complained against :

Excise & Taxation Department

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ILLEGAL TRANSFER / REGISTRATION OF VEHICLE
"KIA SPORTAGE" IN COMPLAINANT'S NAME**

COMPLAINT

Mr. Shoaib Qayyum lodged a complaint on 25.06.2025, stating that in January 2022, he had booked an unregistered vehicle, *Kia Sportage*, bearing Chassis No. NNAQL51AZKP515349 and Engine No. G4NAMH324025. Subsequently, he sold the said vehicle to Mr. Abdul Hadi. The purchaser had assured him that the vehicle would be registered in his (purchaser's) name. However, the complainant later discovered that the vehicle had been registered under Registration No. BL-6207 in his (complainant's) name using forged signatures. Despite approaching the concerned departments for cancellation of the illegal registration, no action was taken, whereupon he sought the intervention of this office for redressal of his grievance.

PROCEEDINGS

2. The complaint was examined and admitted under Section 10 of the *Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991* (as amended in 2020), after condoning the delay. Upon submission of the Affidavit on Form "A" by the complainant, the matter was referred to the Agency.
3. In response, the Excise & Taxation Officer / Motor Registration Authority, Karachi, vide letter dated 28.07.2025, informed that the remarks "*Safe Custody Status*" had been entered in the computer record of the vehicle bearing Registration No. BL-6207. A copy of the computerized report showing the particulars of the said vehicle was also furnished.
4. In his rejoinder dated 30.09.2025, the complainant appreciated the prompt action taken by the institution of the Provincial Ombudsman Sindh, which resulted in placing the vehicle under *Safe Custody* by the Excise & Taxation Officer / Motor Registration Authority. He further requested cancellation of the vehicle's registration, which had been fraudulently made in his name without his signature, CNIC, or personal appearance.

FINDINGS

5. I have examined the case and observed that the registration of the vehicle in the complainant's name, without his consent and without fulfillment of the codal formalities, constitutes an unlawful act warranting investigation and appropriate action against the delinquent official(s).

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DECISION

6. In view of the foregoing, I, in exercise of powers conferred under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), I hereby direct the Secretary, Excise & Taxation Department, Govt. of Sindh to:-
- i. Cancel illegal registration of the vehicle in question in the name of the complainant.
 - ii. Initiate an inquiry into the matter, fix the responsibility for the illegal registration of the said vehicle in the complainant's name without his consent, and take disciplinary action against the delinquent(s).
 - iii. Take further action as required under the law/rules.
7. Compliance should be reported to me inside sixty (60) days herein of without fail.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, the 17th October, 2025