



DECISION

Complaint No. : POS/486/TTA/03/2024

Name and address of the complainant : Mr. Noor Muhammad Jokhio (Social Worker),
R/o Jokhio Muhallah, near Bukhari Graveyard,
Gharo No.1, Taluka Mirpur Sakro, District Thatta

Name of the Agency Complained against : Transport Department

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui
Regional Director, Thatta

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : DELAY IN ISSUANCE OF TRANSPORT FARE LIST BY THE ROAD TRANSPORT AUTHORITY (RTA), THATTA IN VIOLATION OF SECTION 45 OF MOTOR VEHICLE ORDINANCE, 1965

THE COMPLAINT

Mr. Noor Muhammad Jokhio filed a complaint on 19.01.2024 against the Transport Department, Thatta, for delay in issuance of fare list of transport plied on different intra and intra city routes. Resultantly, excessive fares were being charged by the transporters from the passengers. According to the complainant it was violation of section 45 of Motor Vehicle Ordinance, 1965. He, therefore, sought our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after condoning the delay and receipt of the mandatory Affidavit on Form A. The matter was taken up with the Secretary, RTA, Thatta vide letter dated 21.02.2024. In response, it was reported vide letter dated 28.02.2024 that the transport fare lists have not been notified by the Transport Department, Government of Sindh after the year 2016. However, en-route checking is being conducted regularly by the Agency to control the fares charged by the transporters.

3. After further correspondence, a hearing was fixed on 21.05.2024 attended by both the parties. The Secretary, RTA, Thatta/Sujawal submitted in writing that she has checked all the public transport routes in her jurisdiction. The vehicle owners, who were charging unauthorized extra fares against the notified government fare list, have been fined. The general public was satisfied with the efforts taken by the local Transport Authority to provide relief to them.

(2)

Moreover, she has also written to the Secretary to Government of Sindh, Transport & Mass Transit Department, Karachi in this connection to notify the updated fare list in the interest of general public. The complainant expressed his satisfaction on the measures taken by the Secretary, RTA Thatta and submitted his rejoinder on the same day in writing stating therein that his grievance has been resolved. He also expressed his gratitude to this Institution for help.

FINDINGS

3. This complaint pertains to extra fare charged by the transporters in violation of the existing official fare list of RTA. It was informed by the agency that new fare list has not been issued by the Transport & Mass Transit Department, Government of Sindh since 2016 which is creating problem. Secretary, RTA Thatta/Sujawal is doing her best to monitor the transporters in her jurisdiction and has been imposing fines on the defaulting vehicle owners for charging unauthorized fare from the passengers. Complainant was satisfied on the efforts taken by the Secretary, RTA. to control the fares charged by the local transport owners of Thatta and Sujawal districts.

DECISION

4. In view of the above, the complaint is disposed of as redressed,. However, the Secretary, Transport & Mass Transit Department, Government of Sindh is advised to notify new fare list for private and public transport keeping in view the current fuel prices after completion of all codal formalities for effective implementation by the respective RTAs in Sindh province to safeguard the interest of general public.

Given under my hand and seal of Office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

20th March, 2025