



DECISION

Complaint No. : POS/3788/2025/Adv-H

Name and address of the complainant : Mr. Laeeq Khan, House No.152, Azam Nagar, Liaquatabad, 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 UNFAIR DEMAND OF ADDITIONAL FEE FOR THE ISSUANCE OF NEW NUMBER PLATE WITH "AJRAK" THOUGH PRESCRIBED FEES ALREADY PAID BY THE COMPLAINANT.**

COMPLAINT

Mr. Laeq Khan filed an online complaint on 19.06.2025 stating therein that the Excise, Taxation & Narcotics Control (ET&NC) Department, Sindh, had charged fee for number plates at the time of registration of vehicles but now again the same is being charged for the number plates with the Ajrak design, which is unfair. He, therefore, solicited intervention of this Institution for issuance of orders to the ET&NC Department, to waive / eliminate the additional fee for those who have already paid for the previously issued number plates.

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 11.07.2025. The Assistant Excise and Taxation Officer / Incharge Number Plates Section, Motor Registration Wing, Karachi vide letter No.INCH/AETO/N.PLATE/MR/7401 dated 18.07.2025 informed that the issuance of new number plates is a policy decision taken by the Department of Excise, Taxation and Narcotics Control, and the fees associated with them have been determined accordingly. Vehicle owners who have already registered their vehicles are being charged the difference between the new Security Featured Retro Reflective number plate fees and the old fees they previously paid, rather than the full amount of Rs. 2450. This is a reasonable approach implemented by the Administrative Department for those who had already paid a portion of the fee. This office is bound by the rules and regulations and cannot waive the fees or the difference of fees for vehicle owners who have already registered their vehicles.

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4. Copy of agency's above report was forwarded to the complainant for comments / rejoinder. He vide his email dated 12.08.2025 received from mlaeegkhan@yahoo.com, stated that he had come to know about a petition filed in the High Court of Sindh on the same issue, hence he intended to withdraw his case and requested to close the case.

FINDINGS

5. I have gone through the case file and found that:
- i. No act of maladministration on the part of the Agency was found as the issue of number plates is a policy matter
 - ii. Complainant has withdrawn his complaint on the grounds discussed in para-4 above.

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 withdrawn.

Given under my hand and seal of office.



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

Karachi, dated 15th August, 2025