



DECISION

Complaint No.	:	POS/ROM/238/2025/RM-286
Name and address of the complainant	:	Mr. Azizullah, R/o. Village Jagoo Bhurghari PO Shadi Palli Umerkot.
Name of the Agency Complained against	:	Director, Motor Registration, Excise & Taxation Department, Karachi.
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST EXCISE & TAXATION OFFICER KARACHI REGARDING FAILURE TO ISSUE NUMBER PLATE OF CAR NUMBER BKZ-564 TO THE COMPLAINANT

Complaint

Mr. Azizullah filed a complaint dated 20.06.2025 wherein he stated that he approached the Excise & Taxation office Karachi in 2017 to issue Number plate of Suzuki Mehran car No.BKZ-564 model 2017 but the same has not been issued to him. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 24.06.2025 to the Excise & Taxation Officer, Motor Registration Authority, Karachi for report, who in response informed vide letter dated 08.07.2025 that the complainant has not paid required fee for issuing new number plate of the vehicle. He, further informed that the file of vehicle is under safe custody on the orders of Civil Judge/Judicial Magistrate, Taluka Kot Ghulam Muhammad in crime No.46/2018 U/s-269/272/273 PPC at police station Kot Ghulam Muhammad with reference to letter No.486/2018 dated 03.07.2018.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 11.07.2025, followed by a reminder and contact on given number 0342-3094458 but he did not respond.

Findings

5. The investigation of the complaint did not establish maladministration against the agency.

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 up to date), the complaint is disposed of due to non-prosecution, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



Sd/-

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

Karachi, dated 17th October, 2025