



DECISION

Complaint No. : POS/5059/2025/Adv-H

Name and address of the complainant : Mr. Kamran-ul-Haq, M/s. Globelink Pakistan Pvt. Ltd., 36 Timber Pond, Keamari 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 : **REQUEST FOR HELP IN REMOVAL OF REMARKS OF "SAFE CUSTODY" IN RESPECT OF COMPLAINANT'S CAR NO.BSC-804, AS THE MISPLACED DOCUMENTS FILE OF SUBJECT CAR HAVE BEEN FOUND OUT.**

COMPLAINT

Mr. Kamran-ul-Haq, M/s. Globelink Pakistan Pvt. Ltd., filed an online complaint on 31.07.2025 stating therein that due to misplacement of original file of his vehicle bearing No.BSC-804, it was entered in 'safe custody' by the Motor Registration Authority, Excise, Taxation & Narcotics Control Department, Karachi. Now he had found the original file therefore, he requested the Provincial Ombudsman Sindh to issue directives to the agency for removal of remarks of 'safe custody' from the computer record of the vehicle owned by him.

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 08.08.2025. The Excise and Taxation Officer & Motor Registration Authority, Karachi vide letter No.ETO/MRA(OR-A)/7171 dated 11.08.2025 reported that remarks of 'safe custody' in respect of vehicle No.BSC-804, have been deleted on 08.08.2025 from the computer record.
4. The complainant vide letter dated 11.08.2025 received through WhatsApp, informed that his matter regarding removal of remarks 'safe custody' in the record of his vehicle has been resolved. He expressed his gratitude for resolving his complaint and requested to close the case.

(02)

FINDINGS

5. The remarks of 'safe custody' in respect of complainant's vehicle have been deleted from the computer record of Excise, Taxation & Narcotics Control Department Sindh, hence complainant's 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 **15th** August, 2025

