



DECISION

Complaint No. : POS/KR-115/2025

Name and address of the complainant : Mr. Zafar Hussain,
R/o. House No. 233, Block-E, Bhattai Colony,
Korangi Crossing, Karachi

Name of the Agency Complained against : Police Department

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **COMPLAINT AGAINST I.O. OF FIR NO. 788/2025, PS ZAMAN TOWN, FOR ALLEGED BIAS AND NON-COOPERATION IN RECOVERY OF MINOR DAUGHTER OF THE COMPLAINANT.**

COMPLAINT

Mr. Zafar Hussain, lodged a complaint on 24.06.2025 stating that he had registered FIR No.788/2025 at Police Station Zaman Town on 19.06.2025 regarding the kidnapping of his daughter, Salma Bibi, aged 15 years. However, the police incorrectly recorded her age as 17/18 years in the FIR. He further alleged that the Investigating Officer (I.O.) of the case, Mr. Mastan Khan, was not cooperating in the recovery of his daughter and appeared to be favouring the accused party. According to the complainant, a co-accused who was initially detained at the police station was released by the I.O. without any interrogation. He alleged bias on part of the I.O. and requested strict action along with assistance for the recovery of his daughter.

PROCEEDINGS

2. The matter was referred to the Station House Officer (SHO), PS Zaman Town, with directions to submit a report and attend the hearing scheduled for 08.07.2025. However, the SHO neither submitted the report nor appeared for the hearing.
3. On 08.07.2025, the complainant appeared in person before this office and informed that following the intervention of the Ombudsman's office, the conduct of the I.O., which had earlier been uncooperative, had significantly improved. The I.O. subsequently took prompt action, resulting in the recovery of the complainant's daughter. The complainant expressed his satisfaction and gratitude towards the Institution and requested that further proceedings be dropped.

FINDINGS

4. It is evident that the timely intervention by this office led to a positive change in the conduct of the investigating agency, culminating in the recovery of the complainant's daughter. The complainant has confirmed the resolution of his grievance and acknowledged the effective assistance rendered by this office.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.
6. This also disposes of an identical complaint filed by the same complainant bearing No. POS/4093/2025/KR.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 7th August, 2025

