



DECISION

Complaint No. : POS/2033/2024/47/KHS

Name and address of the complainant : Mr. Tariq Rauf, R/o Rimpa Apartment, Clifton, Karachi.

Name of the Agency Complained against : Police

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office (South)

Vetted by : Mr. Asad Ali Khan, Director General-I

Subject : ALLEGED INACTION ON COMPLAINTS REGARDING ILLEGAL PARKING OF RICKSHAWS IN FRONT OF THE COMPLAINANT'S RESIDENCE

THE COMPLAINT

Mr. Tariq Rauf filed an online complaint on 04-04-2024, alleging that approximately 10 to 15 rickshaws are routinely parked in front of Bridge View Apartments near his residence, Rimpa Apartments. He further stated that the rickshaw drivers frequently sit and lie on the footpaths in an indecent manner, creating a sense of insecurity among the residents. Despite repeated complaints lodged with the Frere Town Police Station regarding the illegal conversion of the residential area into a de facto bus stop, no action was taken. He alleged that lower-level staff were accepting bribes to overlook the issue. He solicited the intervention of the Provincial Ombudsman Sindh in this matter.

PROCEEDINGS

2. The online complaint was proposed to be admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), subject to the submission of the original signed complaint, a copy of the CNIC, and the mandatory affidavit on Form 'A'. However, despite multiple notices dated 08-05-2024, 07-06-2024, 05-08-2024, and 02-10-2024 sent to his given address, as well as calls made to his available cell number, the complainant remained unresponsive.

3. Nonetheless, the complaint was referred to the Senior Superintendent of Police, District South Karachi, for a report. In response, the Station House Officer (SHO) of Frere Police Station, Karachi, in a letter dated 25-05-2024, reported that an inquiry was conducted by ASI Sultan Malik. The inquiry revealed that multiple attempts were made to contact the complainant, but his cell number was switched off. The inquiry officer also inspected the site and found that the parked rickshaws had been removed. Additionally, the rickshaw drivers were advised not to park their vehicles there again as it caused inconvenience to the residents. The report further stated that legal action would be taken against any future violations.

DECISION

4. In view of the above, since the complainant has failed to submit the mandatory documents and has shown a lack of interest in pursuing his complaint, and the police report confirms that the issue has been resolved, no further action is warranted. Therefore, I, in the exercise of the powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), hereby dispose of the complaint as redressed and consign it to record.

Given under my hand and seal of this office



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated ^{30th} January 2025

