



DECISION

Complaint No. : POS/3411/2024/KM (W)

Name and address of the complainant : Mr. Muhammad Raheel Khuwaja R/o. Hakeem Center 2nd Floor, near Pakistan Post Office, Karachi.

Name of the Agency Complained against : Senior Superintendent of Police, District Karachi West.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST POLICE STATION ORANGI TOWN KARACHI ALLEGING NON-REGISTRATION OF FIR ON THE APPLICATION OF A CONGNIZABLE OFFENCE.**

COMPLAINT

Mr. Muhammad Raheel Khuwaja filed an online complaint dated 22.07.2024 wherein he alleged non-registration of FIR against the criminals who had snatched cell phone from him. Aggrieved by that, he solicited intervention of this Institution.

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) after receiving the mandatory affidavit on Form-A, relevant documents and by condoning the delay.
3. This office issued a notice vide letter dated 08.10.2024 to the Senior Superintendent of Police, District West, Karachi for report. In response, the Station House Officer, Orangi Police Station, Karachi informed vide letter dated 05.11.2024 that the matter has been enquired and statement of parties have been recorded. The complainant has filed a false application. He had purchased various articles from "Qist Bazar" online and he wanted to purchase a battery, amounting to Rs. 44,000/- on installments. The salesman entered his name and CNIC and it was found that he was already defaulter of payment of a laptop and two cell phones. The salesman kept his cell phone as "Amanat" with his consent and he assured to make payment of purchased items.
4. The Investigation Officer heard the case on 29.04.2025, attended by the complainant, opposite party and a representative of Orangi Town Police Station and the matter was amicably settled.

FINDINGS

5. On the intervention of this Institution, the matter has been resolved amicably.

DECISION

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 13th October, 2025