



DECISION

Complaint No. : POS/4254/2024/ KM/KW

Name and address of the complainant : Mr. Mohammad Raees Khan, R/o house No. R-164, Mohammad Pur, Qasba Colony, Manghopir Road, Karachi.

Name of the Agency Complained against : (i) Transport Department, Govt. of Sindh.
(ii) Deputy Inspector General of Police, Traffic, Karachi.

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 TRAFFIC POLICE KARACHI ALLEGING FAILURE TO TAKE ACTION AGAINST THE RICKSHAWS ILLEGALLY OPERATING ON BUS ROUTE W-25.**

COMPLAINT

Mr. Mohammad Raees Khan filed a complaint dated 12.09.2024 wherein he stated that 9-12 seater rickshaws are illegally operating on the Bus Route of W-25. These rickshaws are operating without permits from the Transport department. He alleged that the traffic police is not taking action and is involved in collecting bhatta from the rikshaws. He repeatedly approached the authorities for taking action against illegal operation of rikshaws but to no avail. 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 mandatory affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued a notice dated 03.12.2024 to the Secretary, Regional Transport Authority (RTA), Karachi and Deputy Inspector General (DIG), Traffic Police, Karachi for report. The DIG Traffic Police, Karachi submitted a report vide letter dated 13.12.2024 wherein he informed that legal action is being taken against illegally operating rickshaws. He informed that 1,265 challans have been issued, 965 rickshaws have been detained and fines, amounting to Rs. 1,372,000/- have been imposed on them.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 03.01.2025, who in response reiterated his version vide letter dated 10.01.2025 that the rikshaws are operating illegally on the bus route and this should be stopped.
5. The matter was again taken up with Secretary, Transport Department and Deputy Inspector General (DIG), Traffic Police, Karachi vide letters dated 21.01.2025 and 22.04.2025. The Section Officers of Traffic Police of North Nazimabad and Pak colony conducted raids against the rickshaws along-with the complainant and submitted report that 1,881 rickshaws were detained, 2,261 challans (tickets) were issued, and fines, amounting to Rs. 5,025,500/- was imposed in the area of North Nazimabad. Similarly, 316 rickshaws were detained, 822 challans issued and fines, amounting to Rs. 927,500/- was imposed in the area of Pak colony.

6. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 15.05.2025, followed by reminders but he did not respond.

DECISION

7. I, in exercise of the powers vested in me under U/S 11 of the Establishment of the office of Ombudsman of the province of Sindh, Act 1991, I, hereby direct the Secretary, Transport Department, Government of Sindh and Deputy Inspector General of Police, Traffic, Karachi, to take strict action against illegal operation of rickshaws in violation of Traffic laws in Karachi under intimation to this office within 45 days.

Given under my hand and seal of the office



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

Karachi, dated **3rd** July, 2025

