



DECISION

Complaint No. :
Name and address of the complainant : POS/28/2024/KM (W)
Name of the Agency Complained against : Mr. Shadab Khan, House NO.214, Sector 16, Gulshan-e-Bahar, Orangi Town, Karachi.
Name & Designation of Investigating Officer : Senior Superintendent of Police, Karachi West.
Vetted by : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).
Subject : Mr. Muhammad Naseer Jamali, Advisor-N

**COMPLAINT AGAINST S.H.O MOMINABAD
ALLEGING IN-ACTION ON THE APPLICATION OF
THE COMPLAINANT.**

COMPLAINT

Mr. Shadab Khan filed a complaint dated 19.08.2024 wherein he stated that he had bought a battery for Rs.750,000/- from Mr. Saad with 03 years warranty period. The battery went out of order within one month. He approached the dealer for replacement of battery but he demanded the arrears of Rs. 128,000/-. He approached the S.H.O., P.S. Mominabad, Karachi in writing but he did not take any action. Aggrieved by that, he solicited the intervention of this Institution.

PROCEEDINGS

- 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, copy of CNIC and relevant documents.
- This office issued a notice dated 20.02.2025 to the S.H.O., Police Station Mominabad, Orangi Town, Karachi for report, who in response informed vide letter dated 07.04.2025 that the complainant was contacted on his cell No. 0311-2315135 to appear at Police Station to record his statement but he informed that the issue has been resolved with mutual consent of the parties. He did not want to pursue his complaint.

FINDINGS

- On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

- In view of the above, 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 22nd April, 2025