



DECISION

Complaint No. : POS/1156/KHE/48/2022

Name and Address of the Complainant : Mr. Muhammad Talha Abdul Malik, Hon. General Secretary, Jamiyat Punjabi Saudagran-e-Delhi Jamiat, House No. 09, Faran Society, Hyder Ali Road, Karachi.

Name of the Agency Complained against : Excise, Taxation & Motor Registration Authority

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED INORDINATE DELAY IN REGISTRATION OF TWO COFFIN CARRIER BUSES DESPITE RECEIPT OF DUE AMOUNT.**

THE COMPLAINT

Mr. Muhammad Talha Abdul Malik in his complaint dated 20.09.2022 stated that Jamiyat Punjabi Saudagran-e-Dehli (JPSD) is a Community based organization and working for less privileged people in the field of Health, Education, Welfare, Mosques and Graveyard. He stated that they had applied to Excise and Taxation Department, Motor Registration Wing for registration of their six coffin carrier buses in June 2015, out of which 4 buses have been registered, while two coffin carrier buses bearing chasis no AKIJRKA 13039 and AKIJRKA 13039 and Engine No JO8C 15377 and 108C 15378, have not been registered yet and their four pay orders No. 6503986, 6503987, 6503988, 6503989 of rupees 434,000/- were also allegedly utilized by the respective department on 11th June, 2015 towards registration of some other vehicles.

2. He further stated that in May 2021 they submitted a written application to the Director, Excise, Taxation & Narcotics Control Department, and made several visits and had numerous meetings with officials of Motor Vehicle Excise and Taxation Department and their agents but without any success. He stated that initially the respective department owned its mistake in this case and admitted receiving the pay order of rupees 434,000/- but later on the excise officials started blaming the agent as involved in this case and declared that Excise Taxation Department had nothing to do with It. The complainant alleged that the Agent Mr. Saleem Noor hired by them for the said work also admitted about the mishap and assured that he (the agent) would resolve the matter and get the vehicles registered by January 2022. However, when the due date also passed and no registration was done, he filed complained before this institution, seeking specific directions to the Excise and Motor Vehicle Registration Department, to get the remaining two coffin carriers registered at the earliest.

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PROCEEDINGS

3. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), and after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Director (Admin/MVR), Excise, Taxation and Narcotics Control Department Karachi vide letter dated 17.10.2022 informed that a report has been called from the Deputy Director Admin, Motor Registration Wing Karachi. Subsequently, Excise and Taxation Officer, Motor Registering Authority Karachi vide letter dated 22.12.2022, asked the complainant to provide original documents of vehicles for registration. The complainant vide letter dated 23.01.2023 informed this office that though his attorney visited the office of ETO, but no positive outcome was achieved.

4. In order to investigate the case in detail, the Investigating Officer heard the case on different dates. As a result of constant pursuance, the Agency vide its letter dated 06.06.2023 reported that the matter has been resolved upon Registration of remaining two vehicles after completion of required formalities.

5. Copy of the Agency's report was forwarded to the complainant vide letter dated 13.06.2023 for confirmation/rejoinder. In response complainant vide his letter dated 07.08.2024 confirmed redressal of his grievance. He extended his deep appreciation for support and assistance from this institution.

FINDINGS

6. As a result of timely intervention and constant pursuance by this institution, complainant's grievance has been resolved.

CONCLUSION

7. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 04th October, 2024