



DECISION

POS/2442/2023/Adv-M

Complaint No. :

Name and address of the complainant : Mr. Ghous Baksh son of Sultan Ahmed, c/o Abdul Waheed Siddiqui, P.O. Box-200, GPO Mall Road, Lahore.

Name of the Agency Complained against : Sindh Transport Authority

Name & Designation of Investigating Officer : Mir Hussain Ali Advisor-M

Vetted by :

Subject : DELAY IN RESTORATION OF DAEWOO BUS STAND DERA MORR, DISTRICT KASHMORE.

Complaint:

The complainant Ghous Baksh filed a complaint dated 27.3.2023 against the Transport authorities for restoration of Daewoo Bus Stand at Dera Morr, Kashmore, which was closed a year ago. He requested for intervention of this Institution for the redressal of his grievance.

Proceedings:

2. After due admission of complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, the same was forwarded vide letter No. POS/2442/2023/12788 dated 5.5.2024 to the Secretary Transport & Mass Transit Department; Commissioner, Larkana; Deputy Commissioner, Kashmore; DPO / SSP, Kashmore; and the Secretary Provincial Transport Authority, Sukkur / Larkana, for submission of report.

3. After continuous correspondence, the Secretary District Regional Transport Authority, Shikarpur, vide letter No. DRTA/SHP/48/2023 dated 25.5.2023 stated that the complainant should approach his office and he will be helped in accordance with law. Subsequently, vide letter No. DRTA/SHP/49/2023 dated 2.6.2023 he stated that Daewoo used to ply their buses from Karachi to different cities of Punjab via Shikarpur, Kandhkot, and Kashmore, and about two years ago, the complainant had established an office at Dera Morr without any permission from any authority, which had no waiting area or washroom. Due to suspension of this route the complainant has closed the facility he had setup.

3. The report of the Agency dated 2.6.2023 was shared with the complainant vide letter NO. POS/2442/2023/Adv-M/17965 dated 12.6.2023 for filing his rejoinder and three reminders were also issued, but he did not respond nor was he available on his cell number.

Findings:-

5. I have examined the proceedings of the complaint, which reveal that Daewoo, a private bus service has suspended its operation on this route passing through Dera Morr Kashmore, and as a result the complainant has closed down the facility he had established. Further, he is not responding to the report of the District Regional Transport Authority, Shikarpur, which means he is not interested in pursuing his complaint.

Decision:

6. In view of the above, further proceedings on this complaint are stopped, as no element of any maladministration on the part of any Government agency has been established, and the complainant is also not interested in pursing his complaint, and the same is consigned to record.

"Given under my hand and seal of office"

Sd/-

(Muhammad Sobail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 7th October, 2025

