



## DECISION

Complaint No. :

POS/1546/KE/100/2024

Name and Address  
of the Complainant :

Mr. Aftab Hussain Suharwardi, R/o. Al-Hilal Masjid  
Aftab Confectionery, Gulshan-e-Jamal, Karachi.

Name of the Agency  
Complained against :

Police Department

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**ALLEGED INACTION ON THE COMPLAINT  
AGAINST UNJUST CLOSURE OF U.TURN  
UNDER THE BRIDGE OF RASHID MINHAS  
ROAD KARACHI CAUSING PROBLEMS TO  
THE GENERAL PUBLIC.**

### **THE COMPLAINT**

Mr. Aftab Hussain Suharwardi, in his complaint dated 19.03.2023, stated that on main Rashid Minhas Road (beneath the bridge in front of Millennium Mall), there was a cut from 2011 to 2023. This cut facilitated vehicles coming from the Stadium side, allowing them to conveniently turn right and head towards Shahra-e-Faisal and Airport. However, due to unknown reasons, the Traffic Police closed this cut, and instead provided a U-Turn at Johar Mor causing inconvenience to the public. The complainant observed that commuters instead of taking the long detour were indulging to drive on the wrong side of road heightening the risk of accidents. He stated that he also wrote an application to the DIG Traffic regarding this issue but did not receive any response. He has requested that the cut in front of Millennium Mall be reopened to alleviate the public's difficulties. He, therefore, solicited intervention of this office for resolution of his grievance.

### **PROCEEDINGS**

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Superintendent of Police, Traffic, District East, Karachi vide letter dated 16.05.2024 reported that the mentioned cut under Rashid Minhas Road Overhead Bridge has been closed by City Government as they expanded the road width by removing the footpath as well as alternate U-Turn has also been constructed at some distance, to maintain smooth flow of traffic for the convenience of the general public.

3. The report added that since closure of under reference cut by the City Government, the traffic related issues have resolved and no any accident has occurred in the complainant area. He further reported that, Cut/U-Turn near Mujahid Colony, Dalmia Cement Factory was closed by the City Government in the year 2017/2018, in order to improve traffic flow at Dalmia Road. Furthermore, sufficient traffic staff is being deployed to ensure smooth flow of traffic and prevent wrong way violation in the aforementioned area, in order to facilitate the general public.

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4. Copy of the Agency's reported was forwarded to the complainant for rejoinder, who in response vide letter dated 11.10.2024 reiterated his earlier stance that the said Cut/U-Turn may be restored in the interest of general public. Accordingly, the Investigating Officer undertook the visit of the said spot and observed that traffic flow was smooth and normal and such cut if allowed would have created an intersection causing undue traffic jam at this busy place.

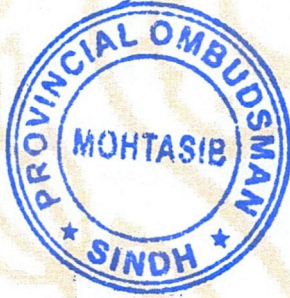
**FINDINGS**

5. The complaint does not merit consideration as the Agency has closed such cut / U-Turn to ensure smooth flow of traffic and avoid any traffic jam situation and such action has been taken in the larger public interest, hence no case of mal-administration is established against the Agency.

**CONCLUSION**

6. In view of above, the complaint is hereby rejected.

*Given under my hand and seal of the office*



**Sd /-**

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

Karachi, dated 13<sup>th</sup> February, 2025