



DECISION

Complaint No. : POS/162/2025/07/KHS

Name and address of the complainant : Mr. Yousuf Shahzad, R/o L.R 8/40, Lawrence Quarter, Flat No.A-31, 4th Floor, Siddique Wahab Road, Garden West, Karachi.

Name of the Agency Complained against : Police Department

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office South Karachi.

Vetted by :

Subject : Rehana G. Ali Menon, Advisor-II

ALLEGED INACTION ON THE COMPLAINT MADE FOR RECOVERY OF STOLEN MOBILE OF THE COMPLAINANT.

THE COMPLAINT:

Mr. Yousuf Shahzad filed an online complaint with the Wafaqi Mohtasib Secretariat alleging inaction on the part of the Sindh Police and CPLC regarding recovery of his stolen mobile phone. As the matter fell outside its jurisdiction, the Additional Registrar, Wafaqi Mohtasib Secretariat, forwarded the complaint to the Provincial Ombudsman Sindh vide letter dated 07-01-2025.

PROCEEDINGS:

2. The case was admitted on 13-01-2025 under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date) by condoning the delay and subject to submission of an original signed complaint addressed to the Ombudsman Sindh, a copy of CNIC, and an affidavit on Form "A". Accordingly, a letter dated 17-01-2025 was issued to the complainant for compliance, followed by reminders dated 25-03-2025, 25-04-2025, and 12-06-2025. Despite these notices, the complainant did not fulfill the requisite formalities. Subsequently, when contacted on the telephone number available in the record, he requested to close the case, and thereafter, through a signed letter sent via WhatsApp on 19-08-2025, he formally withdrew his complaint.

FINDINGS:

3. In view of the complainant's failure to comply with the mandatory requirements despite repeated reminders, and his subsequent written request dated 19-08-2025 for withdrawal of the complaint, proceeding in this case is hereby dropped.

DECISION:

4. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as withdrawn.

Given under my hand and seal of office.



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

Karachi, dated *2nd* September, 2025