



## **DECISION**

Complaint No. : POS/1045/KE/87/2023

Name and Address of the Complainant : Syed Danish Ali Kazmi, House No. 1565, Precinct-10-A, Loop Road, Bahria Town, Gadap City, District Malir, Karachi.

Name of the Agency Complained against : Home Department / Police

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

Subject :- **ALLEGED INACTION AND DELAY IN ISSUANCE OF POLICE VERIFICATION CERTIFICATE REQUIRED FOR ARMS LICENSE TO THE COMPLAINANT.**

### **THE COMPLAINT**

Syed Danish Ali Kazmi in his complaint dated 21.03.2023 stated that he applied for Computerized Arm License (NPB) and submitted documents to Home Department for Issuance of N.O.C for Personal Computerized Arm License (NPB) for Sindh Province on 10.01.2023. He stated that despite having completed all formalities/submitted all relevant documents, the home department has not issued NOC required for Police Verification. He stated that he applied for police verification through the website (Police Record Verification System Tracking I.D 179113/181507 on 16.01.2023 & 25.01.2023 but till to date had not received any response from IGP office. He stated that he lodged complaint at IGP Complaint Cell but did not receive any response. He, therefore, solicited intervention of this office in the matter.

### **PROCEEDINGS**

2. 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), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Deputy Inspector General of Police, East Zone, Karachi Range, vide letter dated 05.05.2023 reported that after perusal of the online information/data provided by the complainant, it is observed that the complainant has applied for Police Verification Certificate on 16.01.2023 & 25.01.2023 and he was allotted Tracking IDs # 179113 & 181507. His both tracking I.Ds were rejected as he did not upload the required documents.

3. The report further stated that the office contacted at complainants' number and asked him to visit his office alongwith required documents. On 05.04.2023 complainant visited the office but did not bring the required documents, rather stated that Home Department has already moved a letter of police verification to DIGP Office, however, the said office denied having received any such letter from Home Department. The report observed that the complainant seemed less interested, as such he did not give requisite documents.

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4. Copy of the Agency's report was forwarded to the complainant for rejoinder but despite issuance of repeated reminders complainant did not reply. However, later the complainant vide email received on 30.05.2024 intimated that he has received his arms license and he is no more interested in this complaint and the same may be closed.

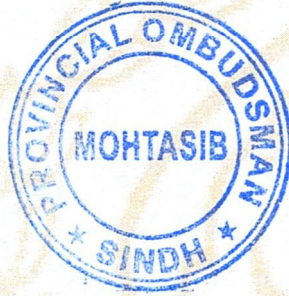
**FINDING**

5. On the request of complainant proceedings in the matter are dropped.

**CONCLUSION**

6. In view of the above, the complaint is disposed of as withdrawn.

*Given under my hand and seal of the office*



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

Karachi, dated 17<sup>th</sup> January, 2025

