



## DECISION

Complaint No. : POS/5742/2024/KR

Name and address of the complainant : Mr. Roshan Ali,  
Artistic Denim Mills, Plot No. 5-9, 23-26, Sector 16,  
KIA, Karachi

Name of the Agency Complained against : Deputy Commissioner, Malir

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **ALLEGED DELAY IN ISSUANCE OF NATIONAL STATUS VERIFICATION REPORT IN RESPECT OF FATHER OF THE COMPLAINANT, WHOSE CASE WAS FORWARDED BY NADRA TO THE OFFICE OF DEPUTY COMMISSIONER MALIR.**

### COMPLAINT

Mr. Roshan Ali lodged a complaint on 03.12.2024 on behalf of his father, Mr. Rehmatullah, stating that his father's CNIC had been digitally impounded by NADRA due to pending national status verification. The case was referred by NADRA to the office of the Deputy Commissioner, Malir, for the said verification, despite the fact that Mr. Rehmatullah was a permanent resident of District Malir, Karachi. The complainant stated that upon contacting the Deputy Commissioner's office, he was informed that the case had been returned to NADRA, whereas NADRA did not acknowledge receiving the verification report. He further alleged that, despite having verification letters issued twice by the Special Branch, Sindh Police, confirming his father's national status, both NADRA and the Deputy Commissioner's office were creating unnecessary obstacles.

### PROCEEDINGS

2. The matter was referred to the Deputy Commissioner, Malir, for comments. In response, the Additional Deputy Commissioner-II, Malir, vide letter dated 02.01.2025, reported that Mr. Rehmatullah's case had been forwarded to the District Level Committee (DLC), Malir, by NADRA on 04.09.2023. A DLC meeting was held on 28.03.2024, but the applicant failed to appear. The meeting was rescheduled for 09.01.2025, and applicant was advised to appear along with requisite documents.
3. In a subsequent communication dated 20.01.2025, the Additional Deputy Commissioner-II informed that the case had been forwarded to the Deputy Director, Intelligence Bureau, for verification. Later, through a letter dated 25.02.2025, he further informed that all verification cases were returned to NADRA due to non-appearance of applicants during the DLC meeting. Mr. Rehmatullah's name was listed at Sr. No.995 in the record of returned cases.

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4. The complainant was advised to file a rejoinder and appear before this office to proceed further with the matter. However, he failed to respond despite repeated reminders.

**FINDINGS**

5. It is evident that the complainant did not pursue his case before this office or with the office of the Deputy Commissioner, Malir. In the absence of any rebuttal or follow-up from the complainant, no evidence of maladministration on the part of the agency could be established.

**DECISION**

6. In view of the above, the complaint is filed and consigned to record.

*Given under my hand and seal of office.*

*Sd /-*

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 2<sup>nd</sup> September, 2025

