



DECISION

Complaint No. : POS/5196/2024/F-221

Name and address of the complainant : Mr. Sheikh Zakir Mehmood, R/o Flat No. 09, 3rd Floor, Dhanwati Building Punjabi Club, Kharadar, Karachi.

Name of the Agency Complained against : Home Department/Deputy Commissioner Karachi South

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject : **COMPLAINT REGARDING UNDUE DELAY IN PROVIDING ARMS LICENSE TO THE COMPLAINANT.**

THE COMPLAINT:

Mr. Sheikh Zakir Mehmood in his complaint received on 05.11.2024 stated that on 20th August, 2024 he had visited ARM Section in Home Department to submit his Arm License Application which was not received and he was told to submit application to the concerned Deputy Commissioner's office. Thereafter he had submitted application to DC South office on 22.08.2024 but despite lapse of considerable period his application had not been processed. He therefore, solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date).
3. The matter was taken up with Section Officer (Arms), Home Department, Government of Sindh and Deputy Commissioner Karachi South accordingly. The Section Officer (Arms), Home Department vide his letter No.SO(Arms)/HD-Misc./Mohtasib dated 02.12.2024 stated that at present only requests received from Personnel of Armed Forces are entertained in Home Department's License Branch while Deputy Commissioners (all) in Sindh are empowered to issue new computerized arms licenses as per Rule 4.1 of Sindh Arms Rules, 2018 vide notification No. SO(Arms)HD-(Misc)/2023-24 dated 26th July, 2024 w.e.f. 1st August, 2024. He requested to advise the complainant to approach Deputy Commissioner Office for issuance of Arms License.

4. The matter was taken up with the office of Deputy Commissioner South with the directions to them to avoid undue delay in issuing arms license to the complainant.

5. As a result of intervention by this Institution the grievance of the complainant has been redressed as expressed in a letter of thanks received on 10.02.2025 by complainant.

FINDINGS:

6. The grievance of the Complainant was genuine and got resolved on intervention of this Institution.

DECISION:

7. In view of above, the complaint stands disposed of as redressed.

8. This also disposes an identical complaint No.POS/4575/2024/N-28/F-232 filed by the same complainant on the same subject.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 18th March, 2025