



DECISION

POS/41317/2025/N-54

Complaint No.:

Name and address
of the complainant :

Mr. Ali Haider,
R/o. PAF Base Faisal, Main Shahrah-e-Faisal
Karachi.

Name of the Agency
Complained against :

Home Department, Government of Sindh, Karachi.

Name & Designation of
Investigating Officer :

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST HOME DEPARTMENT
ALLEGING INORDINATE DELAY IN ISSUING
ARMS LICENSE TO THE COMPLAINANT**

Complaint

Mr. Ali Haider, a Lower Division Clerk of Pakistan Air Force filed an online complaint dated 07.07.2025 wherein he stated that his application for issuance of Arms License was forwarded to the Home Department on 29.08.2024. Since then, he has been visiting the office of Home Department for issuance of Arms License but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued a notice vide letter dated 09.07.2025 to the Section Officer (Arms) Home Department Karachi for report, who in response informed vide letter dated 06.08.2025 that *presently only request received from Personnel of Armed Forces i.e. Pakistan Army, Pakistan Navy, Pakistan Air Force & Pakistan Rangers are entertained while requests received from government departments other than Armed Forces are on-hold for the time being*. The complainant being a Lower Division Clerk of Pakistan Air Force falls under the cases being put on-hold as per policy.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 08.08.2025, who in response argued that he is working as Lower Division Clerk in Pakistan Air Force and requested for issuance of Arms License on priority.

Findings

5. The investigation of the complaint did not establish maladministration against the agency as the issuance of Arms License except Personnel of Armed Forces has been halted as per policy of Government of Sindh.

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Decision

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the province of Sindh Act 1991 (amended upto date), I, hereby direct the Additional Chief Secretary, Home Department Karachi to consider the request of the complainant on priority who is serving in Pakistan Air Force as and when the change of policy allows for it.

Given under my hand and seal of office.

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

Karachi, dated 27th August, 2025

