



DECISION

Complaint No. : POS/1974/2023/F-51

Name and address of the complainant : Mr. Muhammad Aslam Khan Niazi, House No. 111, Sector 8-B, Saeedabad +Baldia Town, Karachi.

Name of the Agency Complained against : Revenue Department

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

Vetted by : --

Subject : **ALLEGED DELAY IN ISSUANCE OF COMPUTERIZED ARMS LICENSE TO THE COMPLAINANT DESPITE SUBMISSION OF REQUISITE PAPERS AT DEPUTY COMMISSIONER OFFICE, SHIKARPUR.**

THE COMPLAINT:

Mr. Muhammad Aslam Khan Niazi in his complaint received on 09.03.2023 stated that he was resident of mohalla New Foujdari, Police Line, Shikarpur and he is presently residing at House No. 111, Sector 8-B, Saeedabad, Baldia Town, Karachi. He holds an Arm License under book No. 8084 year 1983 wherein Mr. Muhammad Shoaib Niazi is listed as a Retainer. He had applied to the Deputy Commissioner Shikarpur for issuance of computerized license, but of no avail. 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) subject to submission of copy of CNIC and Affidavit on Form-A which the complainant subsequently submitted.
3. The matter was taken up with the Deputy Commissioner, Shikarpur. In response the Additional Deputy Commissioner-II, Shikarpur vide letter dated 13.09.2023 reported that the NADRA authorities have temporarily suspended the link/connection between manual licenses and computerized licenses. As a result the Home Department, Government of Sindh is unable to proceed with the conversion of manual license to computerized license.
4. The Additional Deputy Commissioner-II, Shikarpur in his subsequent letter dated 27.03.2024 reported that NADRA system is still suspended. However, once the process is reinstated, the case of applicant will be carefully reviewed and addressed accordingly.

5. Copy of report was sent to the complainant for submission of his comments vide letter dated 18.04.2024 followed by multiple reminders by post but he did not respond.

FINDINGS:

6. The Deputy Commissioner's office vide letter dated 27.03.2024 has expressed a commitment for reviewing the complainant's case once the technical issues with NADRA are resolved. The authorities are actively working to reinstate the suspended process for the transition from manual to computerized licenses.

7. Furthermore, despite several reminders and attempts to seek the complainant's input on the matter, no response has been received from him.

DECISION:

8. I, in exercise of the powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), hereby dispose the complaint on non-prosecution.

Given under my hand and seal of office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 30th May, 2025

