



## **DECISION**

**Complaint No.** : POS/7956/2023/KM/KW

**Name and address of the complainant** : Mr. Nazmain Khan R/o House No. D-187, Ghani Chowrangi, near Rahbar Godwon, SITE Town, Karachi.

**Name of the Agency Complained against** : Deputy Commissioner, Karachi West.

**Name & Designation of Investigating Officer** : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari/West

**Vetted by** : Mr. Muhammad Naseer Jamali, Advisor-N.

**Subject** : **COMPLAINT AGAINST DEPUTY COMMISSIONER KARACHI WEST ALLEGING INORDINATE DELAY IN ISSUING COMPUTERIZED ARMS LICENSE BY REPLACING MANUAL ARMS LICENSE OF THE COMPLAINANT.**

### **COMPLAINT**

Mr. Nazmain Khan filed a complaint dated 02.10.2023 wherein he stated that he possesses manual Arms license of a pistol issued by the Deputy Commissioner, Karachi West in 2009. The Government of Sindh has notified a policy to replace the manual Arms licenses into computerized license. He approached the office of Deputy Commissioner Karachi West and deposited a fee of Rs. 1000/- for issuing computerized Arms license but to no avail. Aggrieved by that, he solicited the 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) after receiving mandatory affidavit on Form-A and other relevant documents and by condoning the delay.
3. This office issued a notice vide letter dated 01.11.2023 to the Deputy Commissioner, Karachi West for report. In response, the Assistant Commissioner, (Revenue) Karachi West informed vide letter dated 16.11.2023 that the manual Arms license of the complainant was forwarded to the SDPO Keamari Karachi for character verification along-with a list of other pending cases.
4. The Assistant Commissioner (Revenue) Karachi West vide subsequent letter dated 08.12.2023 informed that the Home Department, Govt. of Sindh had issued a final directions vide letter dated 03.09.2019 on the subject **“Last Extension for Re-validation / Computerization of manual Arms Licenses”** and the last data was 31.12.2019 for computerization of Arms licenses but the complainant failed to get his manual Arms license computerized within the notified period.
5. The agency's report was sent to the complainant for rejoinder vide letter dated 14.12.2023, followed by reminders. Finally, the complainant sent a letter dated 12.06.2025 to withdraw his complaint.

(02)

**DECISION**

6. In view of the above, and in the exercise of powers vested in me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), 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 **3rd** July, 2025

