



## DECISION

Complaint No.: POS/4250/2023/F-79

Name and address of the complainant : Mr. Fahad Ahmed c/o Mushtaq Ahmed, House No. 1236, Block-F, Muhalla Bilal Colony, Ittehad Town, Karachi

Name of the Agency Complained against : Deputy Commissioner, Keamari

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

Subject :- **COMPLAINT REGARDING NON-ISSUANCE OF DOMICILE AND PRC.**

### **THE COMPLAINT:**

Mr. Fahad Ahmed filed a Complaint dated 06.06.2023 stating therein that he and his parents are Pakistani citizens. He has completed his education from Board of Secondary Education Karachi which clearly shows that he is a permanent resident of Karachi. Complainant's CNICs and those of his parents mention address of Karachi as their place of residence. He approached to the Office of Deputy Commissioner, District Keamari to obtain Domicile and PRC Certificates, but it was declined. He was told that the complainant's ID card is not more than three years old, so they cannot issue domicile and PRC to him on the basis of that document. He alleged that to grab illegal gratifications, the office of the Deputy Commissioner Keamari is raising unnecessary objections on his application. He further stated that as domicile is not being issued to him, he is facing a lot of problems in getting his education and job. Therefore, he solicited intervention of this Institution for the redressal of his grievance.

### **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 completion of required formalities, letters/reminders/Summons were issued to Deputy Commissioner, Keamari but he did not respond. Resultantly Bailable Warrants were issued to secure his presence. As a result, a letter No.DC(Keamari)/K/1759/2024 dated 22.07.2024 from the Deputy Commissioner, Keamari along-with copy of complainant's Domicile and PRC has been received.

*Contd....P/2*



The Deputy Commissioner also stated that Domicile/PRC issued after thorough scrutiny. He requested that Ombudsman to kindly dispose of the subject complaint being already resolved/complied upon. Deputy Commissioner also stated that in future his office would be more careful regarding disposal of Official / Court matters without any delay.

3. Copy of Deputy Commissioner report was sent to the Complainant for his rejoinder, who vide his letter dated 20.11.2024 confirmed having received Domicile and PRC on the intervention of this Institution. He expressed gratitude and requested to close the case.

**FINDINGS:**

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

**DECISION:**

5. In view of above, the case stands disposed of as redressed.

*Given under my hand and seal of office*



**Sd/-**

(MUHAMMAD SOHAIL RAJPUT)

*Sitara-e-Imtiaz. PAS*

Ombudsman Sindh

Karachi, dated 20<sup>th</sup> December, 2024