



## **DECISION**

Complaint No. : POS/3453/2023

Name and address of the complainant : Mr. Muhammad Imran, R/0, K-5-4351, Gali NO. 03, Yousuf Goth, 100ft Road, Baldia Town, Karachi.

Name of the Agency Complained against : Deputy Commissioner, Keamari

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Rafiuzzaman Siddiqui

Subject : Advisor-B

### **COMPLAINT AGAINST STAFF OF DC OFFICE, KEAMARI REGARDING DEMAND OF BRIBE FOR ISSUANCE OF DOMICILE CERTIFICATE.**

#### **COMPLAINT**

Mr. Muhammed Imran filed a complaint dated May 10, 2023, stating that he had applied for the issuance of domicile certificate for his son, Muhammad Shayan in the office of Deputy Commissioner, Keamari, where the staff expressed its inability to issue the domicile certificate, since his ID contained two residential addresses one of Karachi and another of Abbotabad. The complainant alleged that the staff at the Deputy Commissioner's office demanded bribe of Rs.30,000/- for issuance of domicile certificate. The complainant sought the assistance from the then DC Keamari, but to no avail. Aggrieved by this, he approached the Ombudsman Office for its intervention in the matter.

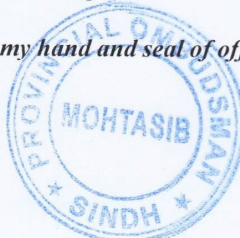
#### **PROCEEDINGS**

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 by condoning delay.
3. The matter was taken up with the agency vide letter dated May 26, 2023, for report/comments, followed by several reminders. After 13 months, the Additional Deputy Commissioner-II, Kemari, Karachi, responded vide letter No. DC(KEAMARI)/K/468/2024 dated July 10, 2024, stating that the subject matter regarding the issuance of the domicile certificate is being traced and will be reported soon.
4. The Investigating Officer (I/O) Keamari contacted the complainant on his cell phone number, 0314-297069. The complainant however, informed that upon intervention of Sindh Ombudsman's Office, the DC Keamari Office issued the domicile certificate and PRC for his son, Muhammad Shayan, and requested closure of the case.

#### **DECISION**

5. In view of the above, the case is consigned to record as redressed

*Given under my hand and seal of office.*



SD/-  
(MUHAMMAD SOHAIL RAJPOT)  
Sitara-e-Imtiaz : PAS  
Ombudsman, Sindh  
Karachi, dated; 15 November, 2024