



## **DECISION**

Complaint No. : POS/74/2025/KM/KW

Name and address of the complainant : Ms. Khansa Khalil R/o House No. 9/45, mohalla Gul Bai village, Sher Shah, Karachi.

Name of the Agency Complained against : Deputy Commissioner, Keamari, Karachi

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, KEAMARI, KARACHI, ALLEGING INORDINATE DELAY IN VERIFICATION OF DOMICILE AND PRC DOCUMENTS OF THE COMPLAINANT.**

### **COMPLAINT**

Ms. Khansa Khalil filed a complaint dated. 22.04.2025 wherein she stated that she has been selected for admission for MBBS program at Shaheed Mohtarma Benazir Bhutto (SMBB) Medical College, Lyari, Karachi. The college administration has forwarded her domicile and PRC documents to Deputy Commissioner Kemari for verification vide dated 27.02.2025 but the agency has failed to submit verification report of her documents to SMBB Medical College Lyari. Aggrieved by that, she 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) after receiving mandatory affidavit on Form-A, copies of relevant documents and by condoning the delay.
3. This office issued a notice dated 02.05.2025 to the ADC-I, Keamari Karachi for report, followed by reminders but no response received. The complainant submitted a written statement vide dated 25.06.2025 wherein she informed that the agency has verified her domicile and PRC as genuine and her grievance has been redressed. She requested to close further proceedings on her complaint.

### **FINDINGS**

4. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

### **DECISION**

5. In view of the above and in 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 redressed.

*Given under my hand and seal of the office*



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

Karachi, dated: 30<sup>th</sup> July, 2025