



DECISION

Complaint No.:

POS/1177/2025/N-16

**Name and address
of the complainant :**

Mr. Muhammad Ahmed Khan,
R/o. Flat No. B/16, Ali corner, Block-7,
Federal "B" Area, Karachi.

**Name of the Agency
Complained against :**

Home Department, Government of Sindh, Karachi.

**Name & Designation of
Investigating Officer :**

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST HOME DEPARTMENT ALLEGING
INORDINATE DELAY IN ISSUANCE OF ARMS LICENSE
TO THE COMPLAINANT**

Complaint

Mr. Muhammad Ahmed Khan filed an online complaint dated 14.02.2025 wherein he stated that his application for issuance of Arms License was forwarded to the Home Department by Superintendent of Police Muhafiz Force/Madadgar-15 vide letter dated 05.12.2023. Since then, he is visiting the concerned section of Home Department for issuance of Arms License but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 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.
3. This office issued a notice dated 13.03.2025 to the Additional Chief Secretary, Home Department Karachi for report. In response, the Section Officer (Arms) informed vide letter dated 18.03.2025 that presently, only request received from Personnel of Armed Forces i.e. Pakistan Army, Pakistan Navy, Pakistan Air Force & Pakistan Rangers are entertained for issuance of Arms licenses while requests received from other government departments are on-hold. The request of the complainant falls under the category which is on-hold for the time being.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 28.03.2025, followed by reminders but did not respond.

Decision

5. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the province of Sindh Act 1991 (amended upto date), the complaint is disposed of on account of non-prosecution.

Given under my hand and seal of office.



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

Karachi, dated 12th May, 2025