



DECISION

Complaint No. : POS/4976/2024/F-208

Name and address of the complainant : Mr. Hashir Navaid S/o Navaid Alam, R/o Flat No. B-408, Al-Amna Avenue, Sector 7-D/1, Shadman Town, North Karachi.

Name of the Agency Complained against : Revenue/Deputy Commissioner District Central Karachi

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

Vetted by : --

Subject : **COMPLAINT REGARDING DELAY IN ISSUANCE OF ARMS LICENCE.**

THE COMPLAINT:

Mr. Hashir Navaid in his complaint received on 24.10.2024 stated he had applied for an Arms Licence at the office of Deputy Commissioner, District Central Karachi, last year but have not received any response so far. He followed the matter several times but he was always told that his turn stood awaited. He therefore, 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) subject to submission of copy of his CNIC and Affidavit on Form-A which he submitted subsequently.
3. The matter was taken up accordingly. Hearing was held on 04.12.2024 attended by Incharge, Arm Licence Branch, DC Central office who produced letter dated 04.12.2024 of Deputy Commissioner, District Central, Karachi inter-alia stating that there is a limited quota allocation to Deputy Commissioners for issuance of arms licence however as per due procedure the Police verification of applicant Mr. Hashir Navaid is in process.
4. The complainant was sent to Deputy Commissioner's office for resolution of his complaint after telephonic directives by this Institution for a solution of the matter without un-due delay as complainant has already visited the DC office several times.

5. As a result of intervention by this Institution the grievance of the complainant has been redressed as expressed in a letter of thanks from complainant received on 14.01.2025.

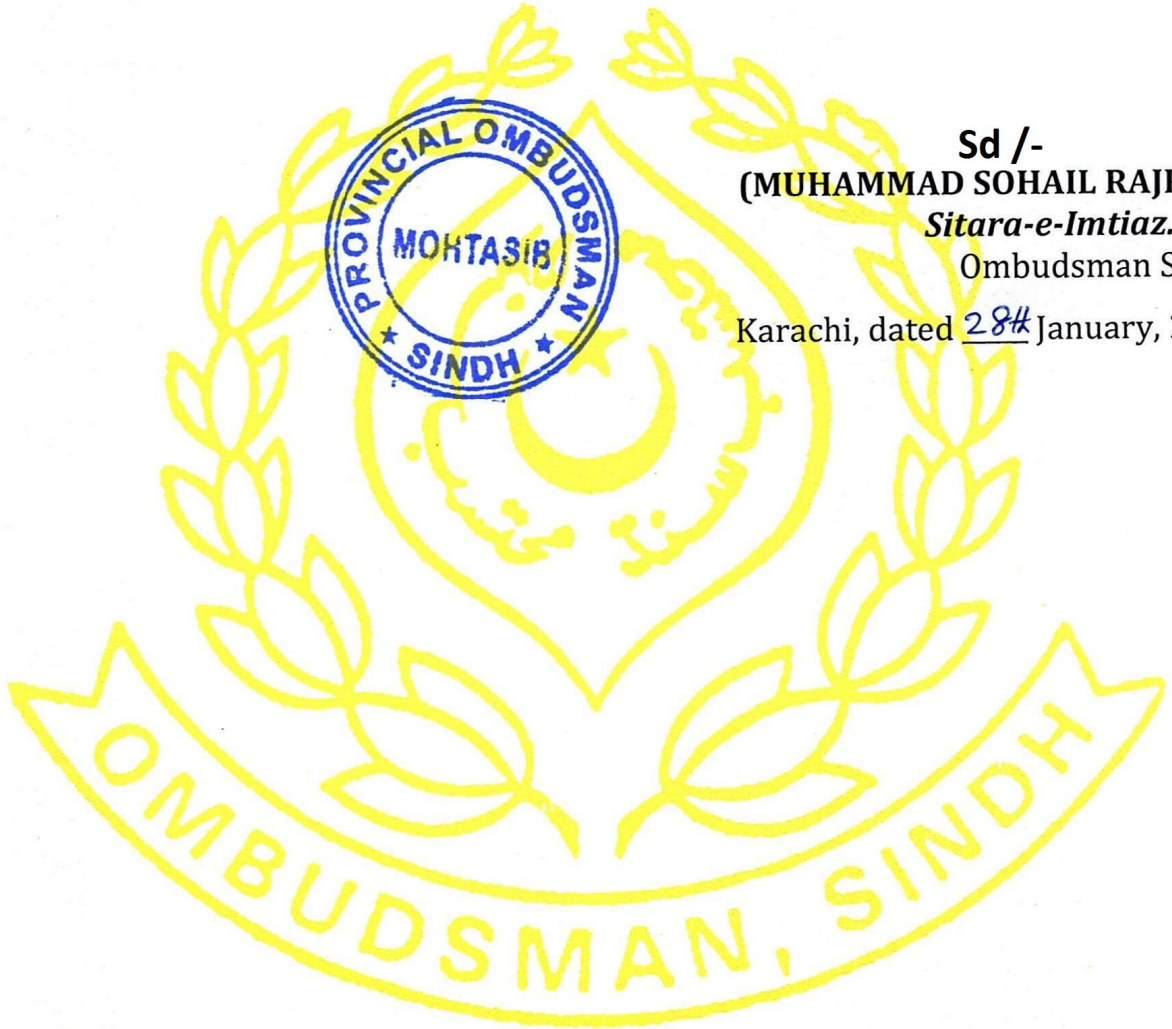
FINDINGS:

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

DECISION:

7. In view of above, the complaint 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 28th January, 2025