



DECISION

POS/2543/2024/N-14

Complaint No.:

Name and address
of the complainant :

Mr. Waseem Abbas,
R/o. H.No.D-29, Sector 7-A, Bilal Colony,
North Karachi.

Name of the Agency
Complained against :

Home Department, Government of Sindh.

Name & Designation of
Investigating Officer :

Muhammad Naseer Jamali, Advisor-N

Subject :-

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

Complaint

Mr. Waseem Abbas filed a complaint dated 09.05.2024 wherein he stated that he is a shopkeeper and he approached Home Department for issuance of Arms Licence about one month ago but the same has not been issued to him. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), subject to submission of mandatory affidavit on Form- A and other relevant documents and by condoning the delay.
3. This office issued notice dated 25.06.2024 to the Section Officer (Arms), Home Department for report, followed by reminders/hearing notices. This office issued summons to Section Officer (Arms) vide dated 15.08.2024 and 09.09.2024 for his attendance in the hearing. The Section Officer (Arms) attended hearing before Registrar, Ombudsman Sindh on 15.10.2024 and submitted report that the Home Department processes the cases for issuance of Arms Licences submitted by Armed Force Personnel, Law Enforcement agencies and officials of Federal and Provincial Government. The Deputy Commissioners have been allotted a quota for issuance of computerized Arms Licences to private persons/civilians. The complainant may be advised to approach the Deputy Commissioner of his district for issuance of Arms License.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 22.10.2024 who informed vide letter dated 10.12.2024 that he has applied for issuance of Arms Licence at the office of Deputy Commissioner, Central Karachi.

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Findings

5. The investigation of the case did not establish maladministration against the agency. The request of the complainant is in process before relevant forum.

Decision

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended upto date), I, hereby direct the Deputy Commissioner, Central Karachi to issue Arms Licence to the complainant subject to fulfilment of codal formalities as per applicable policy.

Given under my hand and seal of office.

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

Karachi, dated 3rd January, 2025

