



DECISION

Complaint No. : POS/2436/2023/F-56

Name and address of the complainant : Mr. Muhammad Arshad, House No. 1725/24, 5-A, Mohalla Afridi Colony, Baldia Town, Karachi

Name of the Agency Complained against : Deputy Commissioner, Keamari

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

Vetted by : --

Subject : **COMPLAINT REGARDING NON-ISSUANCE OF DOMICILE BY THE OFFICE OF DEPUTY COMMISSIONER WEST.**

THE COMPLAINT:

Mr. Muhammad Arshad filed a Complaint dated 12.06.2023 stating therein that he is residing in Karachi since 2000 and has all the documents to prove his permanent residency. He had applied to the office of Deputy Commissioner West for issuance of Domicile but same was denied despite completion of all the requirements. 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). The Letters/reminders/Summons were issued to Deputy Commissioner, Keamari, as the matter falls under his jurisdiction, for his report. As no response was received from him, bailable warrants for his attendance were issued. As a result a letter No.DC(Keamari)/K/1759/2024 dated 22.07.2024 from the Deputy Commissioner, Keamari along-with copy of complainant's Domicile and PRC has been received. The Deputy Commissioner, Keamari requested the Ombudsman to dispose of subject complaint as the issue has been resolved. Deputy Commissioner also stated that in future his office would be more careful for the disposal of Official / Court matters within due course of time.

FINDINGS:

4. The Complainant was being denied his right to obtain Domicile/PRC from Deputy Commissioner Office, Keamari. There was a delayed response from the concerned Deputy Commissioner who now commits that his office will be careful in future in processing of such cases in a timely manner. The grievance of the Complainant was redressed on the intervention of this Institution.

DECISION:

5. In view of above, the case 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 20th December, 2024