



## DECISION

POS/5445/KE-497/24

Complaint No. :

Name and Address  
of the Complainant :

Mr. Muhammad Imran, R/o. House No. 1806, Ali Akbar Shah  
Goth, Malir, Karachi.

Name of the Agency  
Complained against :

Deputy Commissioner, Korangi

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT AGAINST ALLEGED DELAY IN  
ISSUANCE OF VERIFICATION LETTER OF CNIC  
OF MOTHER OF THE COMPLAINANT  
FORWARDED BY THE NADRA TO THE OFFICE  
OF DEPUTY COMMISSIONER, MALIR, KARACHI.**

### THE COMPLAINT

Mr. Muhammad Imran in his complaint dated 18.11.2024 stated that he is resident of Ali Akbar Shah Goth, Malir, Karachi. He stated that CNIC data of his mother Mst. Rasheeda Khatoon (late), having CNIC No. 42501-8585850-0, was blocked by NADRA. Due to this issue, he visited NADRA office where he was informed that an inquiry will be conducted by the office of Deputy Commissioner, Malir, Karachi. Following that, he received a telephone call from the Deputy Commissioner's office. He went there, and a board meeting was held regarding such issue. Afterwards he was told to collect a letter within 1 to 2 months. However, he has not received that letter despite passage of considerable period and multiple visits. Because of this delay, the CNICs of his siblings are also not being processed. He, therefore, solicited intervention of this office for redressal.

### PROCEEDINGS

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Additional Deputy Commissioner-II, Malir, Karachi vide letter dated 28.02.2025 reported that DLC meeting was held on 20.02.2025 which was chaired by the Deputy Commissioner, Malir and all representative members of the DLC. In the meeting it was decided that all such cases where the applicants have failed to appear before the DLC Committee despite being called through notices may be forwarded to the Regional Head Office, NADRA for further action at their end. The name of Mst. Rasheeda Khatoon stood at S.No 103 in the blocked CNICs list.

3. Subsequently, copy of the Agency's report was forwarded to the complainant for his information with an advice to contact NADRA authorities.

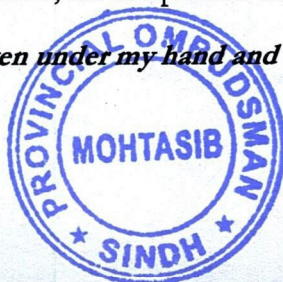
### FINDING

4. No case of mal administration is established on part of the agency.

### CONCLUSION

5. In view of the above, the complaint is disposed of as rejected.

*Given under my hand and seal of the office*



Sd /-

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 12-06-, 2025