



DECISION

Complaint No.: POS/4822/2024/N-29

Name and address of the complainant : Mr. Muhammad Shafique,
R/o. House No.D-1-106, Gali No.12, Moosa Colony
Karachi.

Name of the Agency Complained against : Senior Superintendent of Police, Central Karachi.

Name & Designation of Investigating Officer : **Muhammad Naseer Jamali, Advisor-N**

Subject :- COMPLAINT AGAINST POLICE DEPARTMENT
ALLEGING FAILURE TO SUBMIT POLICE VERIFICATION
REPORT AS REQUESTED BY THE PAKISTAN EMBASSY
IN GREECE FOR ISSUANCE OF PASSPORT TO THE
COMPLAINANT

Complaint

Mr. Muhammad Shafique filed an online complaint dated 16.10.2024 from Greece that he is living in Athens Greece since last 04 years. He applied for renewal of his passport at Pakistan Embassy Athens. The Embassy forwarded his credentials to the local police for verification but the local police failed to submit verification report despite lapse of 03 years. 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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 31.10.2024 to the Senior Superintendent of Police, Central Karachi for report. In response, the S.H.O. Gulberg Police Station informed vide letter dated 15.11.2024 that a police officer visited at the given address of the complainant. The person residing at given address, namely Muhammad Yousuf Khan (CNIC No.42101-3128006-3) submitted written statement that the complainant, Muhammad Shafique is not residing at this address.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 18.11.2024. In response, the son of the complainant attended this office on 16.12.2024 who informed the current address of the complainant as House No.106, D-1, Street NO.12, Moosa Colony, District Central Karachi.

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(2)

5. This office issued a letter dated 01.01.2025 to the SSP Central Karachi for verification of credentials of the complainant on given address and the case was fixed for hearing on 14.01.2025. The hearing was attended by the SDPO Gulberg Karachi who submitted report that the credentials of the complainant, Muhammad Shafique have been verified as correct and forwarded to the SSP Central Karachi for further action.

6. The report of SDPO Gulberg was delivered by hand to Mr. Kamran who appeared on behalf of the complainant for rejoinder, followed by a reminder dated 12.02.2025 but he did not respond.

Findings

7. On the intervention of this Institution, the SDPO Gulberg has submitted police verification report of the complainant to the SSP Central Karachi for onward transmission to the concerned quarters.

Decision

8. 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 as redressed.

Given under my hand and seal of office.



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

Karachi, dated //th March, 2025