



## **DECISION**

**Complaint No.:** POS/2229/2025/N-33

**Name and address of the complainant :** Mr. Muhammad Roman Khan,  
R/o. House No.556, Sector 1-A, Orangi Town,  
Karachi.

**Name of the Agency  
Complained against :** Home Department, Government of Sindh, Karachi.

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

**Subject :-** **COMPLAINT AGAINST HOME DEPARTMENT ALLEGING  
INORDINATE DELAY IN ISSUANCE OF ARMS LICENSE  
TO THE COMPLAINANT**

### **Complaint**

The complaint of Muhammad Roman Khan was forwarded by Wafaqi Mohtasib's Secretariat Karachi vide letter dated 19.03.2025. The complainant stated that he had applied for Arms License at Home Department Karachi during the year 2022. He had paid Rs.45,000/- in cash and his application form was filled. He was issued a Token No.224 dated 16.06.2022 with the directions to deposit Rs.5,000/- which was deposited in National Bank of Pakistan on 28.09.2022. He was advised to visit Arms License branch after 15 days but no Arms License has been issued to him despite repeated visits. 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.
3. This office issued a notice dated 27.05.2025 to the Additional Chief Secretary, Home Department for report. The Section Officer (Arms), Home Department informed vide letter dated 20.06.2025 that he contacted the complainant on his cell phone who informed that he had paid cash amount to Mr. Zain who is an outsider/broker and no employee with the name of Zain is posted in Arms Section.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 24.06.2025, followed by reminders but he did not respond. The complainant was contacted on his cell number who appeared before Investigating Officer on 06.10.2025 and filed a written statement that he is working as ASI at SSP Karachi West's office. He informed that he and his other friend, Muhammad Rahman had applied for Arms License at Arms Section, Home Department wherein a person, namely Zain had met with them and demanded bribe of Rs.45,000/- from each for

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issuance of Arms License. He took them at computer section of Arms branch wherein their data form was inserted. He was issued token No.224 and challan to deposit a fee, amounting to Rs.5,000/- which he deposited at NBP on 28.09.2022. After completion of formalities, they were advised to visit after 15 days for getting Arms License. He requested for taking legal action against the broker/agent, namely Zain and others involved in cheating and getting a bribe amounting to Rs.45,000/- from him.

**Findings**

5. The complainant has provided the copies of Tokens, copy of paid challan and filled data-form of Arms Section. The whole act was not possible for an outsider broker without the connivance/involvement of the staff posted at Arms Section.

**Decision**

6. 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), I, hereby direct the Additional Chief Secretary, Home Department to conduct an enquiry against the broker namely Zain and the staff posted at Arms Section during the year-2022 and take further action as per findings of enquiry report under intimation to this office. He shall also ensure that such a racket of broker/agents is not operated at Home Department.

7. The compliance shall be reported in 30 days.

*Given under my hand and seal of office.*



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

**Karachi, dated 13<sup>th</sup> October, 2025**