



## DECISION

Complaint No. : POS/509/HYD/2024

Name and address of the complainant : Mr. Arslan Ali S/o Imdad Ali,  
R/o Talpur Medical Store, Near Sajawal Chowk,  
Badin Road, District Tando Muhammad Khan

Name of the Agency Complained against : Deputy Commissioner, T.M. Khan

Name & Designation of Investigating Officer : Abdul Wahab Memon,  
Regional Director, Badin

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : COMPLAINT AGAINST THE DEPUTY COMMISSIONER, TANDO MUHAMMAD KHAN REGARDING NON-ISSUANCE OF ARMS LICENSE

### THE COMPLAINT

Mr. Arslan Ali S/o Imdad Ali filed a complaint dated 11.08.2024 regarding non-issuance of Arms License by the D.C. T.M. Khan despite completion of codal formalities since last two years. Aggrieved by that, he approached this Institution to resolve the matter.

### 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), after receiving mandatory Affidavit on Form 'A' and other relevant documents for investigation.
3. The matter was taken up with the D.C., T.M. Khan vide letter dated 12.09.2024 for report. In response, the Additional Deputy Commissioner-II, T.M. Khan submitted report vide letter dated 23.09.2024 stating that the complainant's application was under process but delayed owing to technical issue of computer service. A computerized arms license would be issued to the complainant after the said connectivity issue was resolved. The report of the agency was shared with the complainant who submitted his rejoinder on 30.12.2024 wherein he stated that all technical process had already been completed and his license was to be issued by the Home Department after approval of the DC, TMC. After constant correspondence, the matter was discussed in open katcheri held on 18.06.2025 with the D.C. and he assured to resolve the issue early.

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Subsequently, the Additional DC, TMK submitted his report vide letter dated 25.07.2025 stating that the applicant's Arms License had been printed but it had not been received by him. A photocopy of the Arm License was also attached as evidence.

4. The above report of the agency was sent to the complainant vide letter dated 25.07.2025 followed by two reminders for submission of his rejoinder. The complainant appeared before the Investigating Officer on 27.08.2025 and submitted his written statement that the matter had been resolved and his complaint may be closed. He also expressed gratitude to this Institution for redressal of his grievance.

#### DECISION

5. In view of the above and in exercise of powers vested in me u/s 11 of Establishment of the Office of the Ombudsman for 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

**7<sup>th</sup>** October, 2025