



DECISION

Complaint No.:

POS/3369/2025/N-47

Name and address
of the complainant :

Mr. Sanaullah, Rtd Inspector Police,
R/o. Flat No.A-3, Block-E, Mohallah Police Line,
North Nazimabad, 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 ISSUING OF ARMS LICENSE TO
THE COMPLAINANT**

Complaint

Mr. Sanaullah, a retired Inspector Police filed a complaint dated 27.05.2025 wherein he stated that his application for issuance of Arms License was forwarded to the Home Department by the office of AIGP (Operation) Karachi vide letter dated 19.09.2023. He is visiting the office of concerned Section Officer, Home Department for Arms License but to no avail. 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) after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued notice dated 05.06.2025 to the Section Officer (Arms) Home Department for report, who in response informed vide letter dated 12.06.2025 that *presently only request received from Personnel of Armed Forces i.e. Pakistan Army, Pakistan Navy, Pakistan Air Force & Pakistan Rangers are entertained while requests received from other government departments other than Armed Forces are on hold for the time being*. The applicant/complainant being a retired employee of Sindh Police falls under the cases being put on-hold as per policy.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 16.06.2025, followed by reminders but he did not respond.

Findings

5. The investigation of the complaint did not establish maladministration against the agency as the issuance of Arms License except for Personnel of Armed Forces has been halted as per policy of Government of Sindh.

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 consider the request of the complainant who is a retired Police Inspector as and when the change of policy allows for it.

Given under my hand and seal of office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 3rd October, 2025