



## **DECISION**

Complaint No.:

POS/4453/2024/N-26

Name and address  
of the complainant :

Mr. Muhammad Zeeshan Ali,  
House No.468/16, Ijaz Colony, Lasbella,  
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**

Mr. Muhammad Zeeshan Ali, Assistant Sub-Inspector, Counter Terrorism Department filed an online complaint dated 26.09.2024 wherein he stated that his application for issuance of Arms License was forwarded to the Home Department by the office of Assistant Inspector General of Police (Operations) vide letter dated 18.03.2021. Since then, he is visiting the office of Home Department for issuance of 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 11.10.2024 to the Section Officer (Arms) Home Department for report, who in response informed vide letter dated 21.10.2024 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 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 23.10.2024, who in response argued that he is working as Assistant Sub-Inspector Police in Counter Terrorism Department and requested for issuance of Arms License on priority.
5. The rejoinder of the complainant was sent to the Section Officer (Arms) Home Department for comments vide letter dated 19.12.2024, who in response submitted the same position as in Para-3 above vide letter dated 06.01.2025.



(2)


**Findings**

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

**Decision**

7. 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 on priority who is serving in Counter Terrorism Department of Police as and when the change of policy allows for it.

*Given under my hand and seal of office.*

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

Karachi, dated 29<sup>th</sup> January, 2025

