



DECISION

Complaint No. : POS/329/2025/KM (W)

Name and address of the complainant : Mr. Hazratullah R/o. House No: 2922, Street No: 06, Muslimabad No. 03, Qasba Colony, Orangi Town, Karachi.

Name of the Agency Complained against : Deputy Commissioner, District West, Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT REGARDING INORDINATE DELAY IN ISSUING DOMICILE CERTIFICATE AND P.R.C. TO THE COMPLAINANT.**

COMPLAINT

Mr. Hazratullah filed an online complaint dated 23.01.2025 wherein he stated that he has applied for issuing Domicile certificate and PRC to him which has been delayed without any justification. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving the mandatory affidavit on Form-A, relevant documents and by condoning the delay.
3. This office issued a notice to the Deputy Commissioner, District West, Karachi for report vide letter dated 24.02.2025. In response, the Additional Deputy Commissioner-II, District West Karachi informed vide letter dated 11.04.2025 that after site visit and verification report of the Mukhtiarkar, Sub-Division Orangi Town, the Domicile certificate and PRC (Form 'C') have been issued to the complainant.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 31.07.2025, followed by reminders but he did not respond. This presumes that after receiving the Domicile certificate and P.R.C, he has lost interest to pursue his case further.

FINDINGS

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 18th September, 2025