



## DECISION

Complaint No.	:	POS/23/2025/SGR-39
Name and address of the complainant	:	Mst. Fatima, S/o. Muhammad Chaniho, R.O village chaniho, P/o. Khipro, District Sanghar.
Name of the Agency Complained against	:	Board of Intermediate & Secondary Education, Shaheed Benazirabad, Sindh.
Name & Designation of Investigating Officer	:	Ghulam Shabir Memon, <b>Regional Director, Sanghar</b>
Vetted by	:	Syed Hashim Raza Zaidi <b>Advisor-S</b>
Subject	:	<u>REQUEST FOR CORRECTION OF CASTE IN ACADEMIC RECORD OF THE COMPLAINANT.</u>

### THE COMPLAINT:

Mst. Fatima D/o Muhammad Chaniho submitted a complaint dated 24-02-2025 against the Board of Intermediate & Secondary Education (BISE), Shaheed Benazirabad. The complainant stated that her caste had been erroneously recorded as *Chandio* instead of the *Chaniho* on her official academic record. Despite her repeated attempts to rectify this discrepancy, the issue remained unresolved. She has now approached this institution, seeking intervention for the correction of her caste in the record and the issuance of the corrected certificate accordingly.

### 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 upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued a notice to the Controller of Examinations, BISE Shaheed Benazirabad, vide this office letter dated 10-03-2025, seeking a report and enquiry. During the proceedings, the Controller of Examinations, BISE, Shaheed Benazirabad, submitted an endorsement dated 13-06-2025, wherein it was stated that the original documents are required from the complainant for taking further action. A copy of same handed over to the complainant for submission of her rejoinder.

4. Meanwhile, the complainant appeared on 18.06.2025 and confirmed the receipt of the SSC-II Annual Examination 2022 Marks Sheet, reflecting the correction of her surname from "Chandio" to the correct "Chaniho" in the official academic record. A photocopy of the corrected marks sheet is available in the file. The complainant expressed sincere appreciation to this institution for resolving her grievance and formally requested for the closure of further proceedings on her complaint.

### FINDINGS:

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

### DECISION:

6. In view of the above, in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-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 31st July, 2025

