



DECISION

Complaint No.	:	POS/3116/2022/NFZ-25
Name and address of the complainant	:	Mr. Junaid Alam S/o.Muneer Alam Mangrio, R/o Village Sattar Dino Mangrio, Taluka Mehrabpur, District Naushahro Feroze
Name of the Agency Complained against	:	Controller of Examination, Shah Abdul Latif University, Khairpur
Name & Designation of Investigating Officer	:	Ahmed Bakhsh Ghumro, Consultant/Incharge, Regional Office, N'Feroze
Vetted by	:	Fasihuddin Khan, Advisor 'Z'
Subject	:	COMPLAINT AGAINST WRONGLY DECLARING THE COMPLAINANT ABSENT IN THE EXAMINATION FOR THE PAPER OF <u>PSYCHOLOGY BA-II</u>

THE COMPLAINT

Mr. Junaid Alam filed a complaint on 09.06.2022 stating therein that he appeared in the Annual Examination of BA Part-II in February 2019 and was personally present in all the papers. However, the Controller of Examinations, Shah Abdul Latif University (SALU), Khairpur, declared him absent in the paper of Psychology held on 19.02.2019. Therefore, he approached the Controller of Examination, SALU, Khairpur but the required correction was not done despite his repeated requests. He, therefore, solicited our intervention in 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), by condoning the delay and submission of the original signed complaint and copies of relevant documents. After receiving the same, the matter was taken up with the Controller of Examination, SALU Khairpur for comments on 30.06.2022 followed by four written and telephonic reminders.
3. Finally on 28.02.2023, the Deputy Controller, SALU informed on telephone that the complainant's corrected Marks Sheet certificate is ready for delivery. Accordingly, the complainant was asked to collect the same from the SALU office. On 07.03.2023, the complainant confirmed on his cell phone that he has received his correct Mark Sheets.

4. Afterwards, the Deputy Controller, SALU submitted his report in writing on 14.03.2023 stating therein that after verification of the record of Examination Wing, it transpired that the complainant having seat No.73361 was found present in the examination of the Psychology paper of B.A (Pass) Part-II Annual Examination 2018. It was further reported by him that rectified original marks sheet has been handed over to the complainant on 02.03.2023.

5. The complainant appeared before the Investing Officer on 15.05.2023 and submitted his statement in writing that on the intervention of this Institution, his grievance has been redressed. He, therefore expressed his deep gratitude to the Institution and requested to close his complaint.

DECISION

6. In view of the above, the complaint is disposed of as redressed and file consigned to record.

Given under my hand and seal of Office.



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

30th

September, 2024