



## **DECISION**

**Complaint No.** : POS/ROM/221/2024/RM-186

**Name and address of the complainant** : Mst. Rabia d/o. Mumtaz Ali R/o H.No.129, near Ramzan Masjid, Jarwar Chowk, Mirpurkhas.

**Name of the Agency Complained against** : Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad

**Name & Designation of Investigating Officer** : Mr. Zulfiqar Ali Junejo, T.I, Regional Director, Mirpurkhas.

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

**Subject** : **COMPLAINT AGAINST BOARD OF INTERMEDIATE & SECONDARY EDUCATION HYDERABAD ALLEGING FAILURE TO ISSUE PACCA MATRICULATION CERTIFICATE TO THE COMPLAINANT.**

### **COMPLAINT:**

Mst. Rabia filed a complaint dated 30-12-2024 wherein she stated that she had passed Matriculation annual examination in 2016 with seat number 114976 from Govt. Girls High School Piyaro Lund Centre, District Tando Allahyar, conducted by Board of Intermediate & Secondary Education, Hyderabad but the pacca certificate has not been issued to her. Aggrieved by that, she solicited intervention of this Institution.

### **PROCEEDINGS:**

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued notice dated 01-01-2025 to the Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad and Head Mistress, Govt. Girls High School, Piyaro Lund, District Tando Allahyar for report, who submitted report vide letter dated 13-01-2025 that the Board of Intermediate & Secondary Education, Hyderabad had forwarded her Matriculation certificate No.415838 dated 05-10-2018 to Govt. Girls High School in 2018 but she never attended the school to collect her pacca certificate. The complainant attended the school on 13.01.2025 and pacca certificate was handed over to her and she acknowledged vide her written statement that she has received her pacca certificate.

### **FINDINGS:**

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

### **DECISION:**

5. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

*Given under my hand and seal of the office*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh

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