



## DECISION

Complaint No. :

POS/5653/KE/375/2023

Name and Address  
of the Complainant :

Mst. Zareena Begum, R/o. Flat No. C-3, Al-Furqan  
Arcade, Block-13-C, Gulshan-e-Iqbal, Karachi East.

Name of the Agency  
Complained against :

School Education Department

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT AGAINST HEAD MISTRESS,  
GHSS, LIAQUATABAD FOR NOT HANDING  
OVER THE CANTEEN / SHOP AT APWA  
GOVT. HIGHER SECONDARY SCHOOL,  
LIAQUATABAD.**

### **THE COMPLAINT**

Mst. Zareena Begum, in her complaint dated 25.07.2023, stated that she is a widow and had submitted an application to the DEO for the allotment of the canteen at APWA Government Higher Secondary School, Liaquatabad, Super Market. The DEO allotted her the canteen at the school, vide order dated 29.03.2023. The complainant alleged that the school's principal, Madam Farah, in defiance of such allotment orders issued by the DEO has unlawfully taken possession of the canteen. She stated that she is neither issuing her a challan of the fee / rent of the canteen nor handing over its possession to her. She, therefore, solicited intervention of this office in the matter.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, District Education Officer, District Central, Karachi vide letter dated 16.10.2023 intimated that a report has been called from the Principal APWA Government Higher Secondary School, Liaquatabad, Karachi.

3. The School Principal vide its letter to DEO No. APWA/GGHSS/LQ -1/80 dated 15.09.2023, informed that higher authorities had issued allotment letter in favor of Ms. Romana for this book stall/canteen before her posting as Principal at APWA Govt Girls Higher Secondary School Liaquatabad Karachi. The DEO expressing astonishment stated that he had already accorded permission in favour Ms. Zareena widow of (Late) Muhammad Ishaque Khan vide No. DEO/ES&HS/CENTRAL/ESTT/(6762)/2023 dated 29-03-2023 and such inaction on part of School Principal tantamount to clear violation of the rules and regulations.

4. In order to investigate the case further hearings were held on 17.10.2023, 06.11.2023 and 07.12.2023, attended by the complainant and the Agency's representative. During the course of hearing Mr. Muhammad Tahir, Deputy District Officer was advised to get the place visited as well as to determine the scope for adding more canteen/book shop if such need exists. Also need to call the principal along with all the documents to determine how the orders of March 2023 could not be complied.

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5. The complainant's son verbally stated that he was called by Mr. Tahir at his office along with the present occupant. He informed that during the meeting present occupant when asked to vacate the canteen had apparently agreed but put condition that he be allowed to establish his own canteen/tucshop nearby in the same compound at his own expenses. The complainant informed that the said occupant also demanded Rs. 30,000/- from complainant for leaving the canteen. She was advised to furnish such information in writing.

6. Subsequently, the complainant vide letter dated 13.12.2023 intimated that she has been handed over possession of the canteen. The matter thus concluded amicably. However, the complainant reappeared after more than a year and stated vide letter dated 07.04.2025 that another person is also running canteen in the premises of the school just opposite her canteen, which is against the agreement, and thereby causing losses to her. She requested that canteen of another person may be removed.

7. The matter was again taken up with the Agency and fixed for hearing on 17.04.2025, when Mr. Muhammad Tahir, Deputy DEO, ES&HS District Central, Karachi appeared. He was explained all aspects of the matter and provided with copy of the latest complaint filed by the complainant. He was advised to visit the school and meet headmistress, take opinion / input and then compile his comprehensive report, as well as mark location of the two canteens on a map. Final hearing held on 21.05.2025 when complainant and said Deputy DEO appeared and furnished report that the other canteen in that compound is operating on the basis of understanding reached with headmistress of other schools. The report pointed out that in fact seven schools were established and working in the large compound. The complainant was explained that her business was dependent upon her marketing skills and not governed by any law.

#### **FINDING**

8. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The presence of two canteens in that large compound housing seven schools cater to the large number of enrolled students and to prevent overcrowding and delays during recess / break times.
- ii. The headmistresses of the schools located in the compound may devise system based on mutual understanding to let the canteens/tucshops function effectively.

#### **DECISION**

9. In view of above, the complaint stands 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 29-08-2025