



DECISION

Complaint No. : POS/1701//2022

Name and address of the complainant : Mst. Benazir Khawaja W/o Tariq Hyder,
R/o. Ward # 6, Khawaja Mohallah,
Tando Bago, District Badin

Name of the Agency Complained against : SIBA / IBA Sukkur

Name & Designation of Investigating Officer : Manzoor Ali Soomro,
Regional Director, Badin

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : COMPLAINT AGAINST SHOWING LESSER
MARKS IN THE TEST HELD ON 22.09.2021 BY IBA
SUKKUR FOR RECRUITMENT OF PRIMARY SCHOOL
TEACHERS

THE COMPLAINT

Mst. Benazir Khawaja w/o Tariq Hyder Khawaja filed a complaint on 24.03.2022 stating therein that she appeared in the test held on 22.09.2021 by the Sukkur IBA Testing Services, for recruitment of Primary School Teacher (PST) at Public School, Hyderabad and secured 50 marks but due to technical error of the computer, her marks were shown as 49. She further stated that despite requests to the Controller, SIBA and other higher authorities for making correction in her marks, no remedial action was taken. Being aggrieved by that she solicited intervention of this Institution for redressal of her grievance.

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), after receiving the mandatory Affidavit on Form 'A' and other relevant documents. The matter was taken up with the Controller, Sukkur IBA university vide letter dated 12.05.2022 for report.

3. The Registrar, Sukkur IBA university replied vide his letter dated 16.09.2022 and informed that Mst. Benazir w/o Tariq Hyder had appeared in the tests conducted for the posts of PST and JEST in the month of September 2021. She got 37 marks in JEST and 49 marks in PST and the overall result was handed over to the School Education & Literacy Department (SELD) accordingly.

4. The Registrar further reported that key to questions of the above said exams was rechecked, verified and found correct. He also attached the complainant's result card with his report.

COMPLAINANT'S REJOINDER

5. A copy of the above mentioned report was sent to the complainant vide this office letter dated 10.10.2022 for information and rejoinder. After further follow up, she appeared before the Investigating Officer on 13.12.2023 and informed that she has been appointed as Primary School Teacher. She, therefore, submitted a written statement with the request to close the complaint.

FINDINGS

6. On the intervention of this Institution, the problem of the complainant has been resolved and she has been appointed as Primary School Teacher. Hence no further action is required.

DECISION

7. In view of the above, the complaint stands redressed and is disposed of accordingly.

Given under my hand and seal of Office.



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

Karachi, dated

28th January, 2025