



DECISION

POS/140/ROJ-140(JBD)/2024

Complaint No.	:	
Name and address of the complainant	:	Miss. Maria d/o Imdad Ali Manjhoo, r/o Sufi Sachal Street Dakhan Mohalla Jacobabad
Name of the Agency Complained against	:	Shah Abdul Latif University Khairpur
Name & Designation of Investigating Officer	:	Mr. Zahid Hussain Buriro Director Regional Office Jacobabad
Vetted by	:	Mir Hussain Ali Advisor-M
Subject	:	<u>COMPLAINT AGAINST CONTROLLER OF EXAMINATIONS, SHAH ABDUL LATIF UNIVERSITY KHAIRPUR WHO DECLARED THE COMPLAINANT AS ABSENT /FAIL IN PRACTICAL EXAMINATION OF B.SC-II.</u>

Complaint:

Miss. Maria filed her complaint dated 27.6.2024 against the Controller of Examinations, Shah Abdul Latif University Khairpur as she has been declared as absent in B.Sc. II Practical Examination though she had appeared in all the practicals. Hence she prayed for intervention in the present matter by this Institution.

Proceedings:

2. The complaint admitted u/s-10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 was referred to the agency for comments. In response, the Controller of Examinations, Shah Abdul Latif University Khairpur, through his letter No. P.A/CE/SALU/KHP/-3818 dated 23.12.2024 submitted the complainant's original marks certificate of B.Sc Part-I Annual Examination 2019 in which she was shown as absent in the Botany theory paper. He also enclosed the signature sheet of the same as evidence, in which Miss Maria has been marked as absent.

3. The complainant was asked to collect her original marks certificate of B.Sc. (Part-I) Annual Examination 2019 from the agency, vide this office letter dated 9.1.2025 followed by reminders dated 22.1.2025, 18.2.2025 and 10.3.2025 but there was no response.

4. A notice was issued for her personal appearance and the University administration was also directed to attend to the grievance of the complainant. On 25.6.2025 the Controller of Examinations, Shah Abdul Latif University Khairpur vide his office letter No. P.A/CE/SALU/KHP/-2473 dated 24.6.2025 reported that after verification of record from Top Secret Branch, Examination Wing, Shah Abdul Latif University Khairpur, the grievance of Miss. Maria d/o Imdad Ali Manjhoo who appeared in the B.Sc. Part-I Examination 2019 on Seat No. 075-06-3041 and in the B.Sc. (Pass) Part-II Examination 2020 on Seat No. 075-07-0195, was attended. He also enclosed the original marks sheets of both Part-I & II Examinations as evidence.

5. The complainant appeared before the Investigating Officer and received her original marks sheets of B.Sc. (Pass) Part-I & II Annual Examination 2019 and 2020, and she requested that further action is not required on her complaint.

Findings:

6. From the above proceedings it is clearly that the stance of the complainant was correct and the Controller of Examinations, Shah Abdul Latif University Khairpur had wrongly declared her as absent, which amounts to maladministration on the part of the agency.

Decision:

7. I therefore, in exercise of power vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act-1991 (amended upto date), hereby direct the Secretary, Universities and Boards Department Government of Sindh Karachi to take disciplinary action within three months hereof under intimation to me, after due enquiry against the officials responsible for this maladministration, where the complainant Miss. Maria had to undergo hardship as she was incorrectly declared to be absent in the examination and subsequently the University accepted her contention to be correct.

“Given under my hand and seal of office”

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 9th September, 2025

