



DECISION

Complaint No. : POS/CH/3931/KE/310/2024

Name and Address of the Complainant : Mr. Qamar Zaman s/o Muhammad Yaqoob, House No. A-22, Near Jamia Siddiqui, Gulshan-e-Roohi, P.O. Rafa-e-Aam, Jamia Milla Govt. Girls Secondary, School, Karachi.

Name of the Agency Complained against : School Education Department

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **REQUEST FOR HELP IN ALLOWING FREE-SHIP TO CHILDREN OF THE COMPLAINANT STUDYING IN MAPLE GRAMMAR SCHOOL, KARACHI AS ANNOUNCED BY THE GOVERNMENT.**

THE COMPLAINT

Mr. Qamar Zaman, in his complaint dated 04.09.2024, stated that his children are studying at Maple Grammar School, Malir, Karachi. He added that he runs a very small business, and his wife is also suffering from thyroid cancer. Due to these circumstances, he has been unable to pay his children's school fees. It came to his knowledge that Education Department, Government of Sindh has announced 10% free ship scheme to the children of poor people who are getting education in private schools. As such he applied to the school for grant of free ship to his children. However, the school administration has not acted on his request, thereafter he submitted complaint to the Directorate of Registration of Private Institutions Sindh for taking action against the management of the school but he failed to get any response. He therefore solicited our intervention for redressal.

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 receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Deputy Director, Directorate of Inspection & Registration of Private Institutions Sindh, furnished copy of his office letter dated 10.10.2024, calling report from the concerned school.

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3. In order to expedite the matter the investigation officer fixed the case for hearing on 05.11.2024 when the Agency furnished its report vide letter dated 30.10.2024 enclosing therewith comments dated 26.10.2024 filed by the Management of School conveying that the school has allowed full free ship to 10% of total student strength which includes complainants two children namely Haris Qamar and Dua Qamar. The complainant also attended the hearing and confirmed that full free ship has been allowed to his children by the Management of the School. He expressed deepest gratitude to this Institution.

FINDING

4. As a result of timely intervention by this Institution, complainant's grievance has been resolved.

CONCLUSION

5. In view of the above, the complaint is 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 21st November, 2024