



DECISION

Complaint No.	: POS/2116/2023/B-27/J
Name and address of the complainant	: M/s. Muhammad Arif and Abdul Hameed R/o. House No.1730/702, Kokan Colony, Baldia Town, Karachi.
Name of the Agency Complained against	: Controller of Examination, Board of Secondary Education, Karachi.
Name & Designation of Investigating Officer	: Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).
Vetted by	: Mr. Muhammad Naseer Jamali, Advisor-N
Subject	: <u>COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF REMUNERATION FOR PERFORMING DUTY DURING ANNUAL EXAMINATION-2022.</u>

COMPLAINT

M/s. Muhammad Arif and Abdul Hameed filed a joint complaint dated 14.03.2023 wherein they stated that they were engaged for performing duty during the Annual Examination-2022 by the Board of Secondary Education, Karachi. Since then, they are visiting the office of the agency for payment of remuneration but to no avail. Aggrieved by that, they solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) subject to submission of mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice to the Chairman, Board of Secondary Education Karachi for report vide letter dated 06.04.2023, followed by reminders but no response was received. This office issued summons against the Controller of Examinations, Board of Secondary Education Karachi for his appearance and submission of report.
4. The Secretary, Board of Secondary Education Karachi informed vide letter dated 30.10.2023 that the complainants i-e Muhammad Arif and Abdul Hameed have been paid their remuneration amounting to Rs. 6,270/- vide cheque No: 04353434 dated 26.10.2023 and Rs. 8,550/- vide cheque No: 04352476 dated 28.09.2023 respectively. He enclosed the copies of cheques as an evidence.
5. The complainants submitted their rejoinder vide letter dated 28.06.2024 that they have not been paid the conveyance charges. This office issued a notice vide letter dated 13.08.2024 to the agency for submission of rates of remuneration including conveyance charges. The case was heard on 11.08.2025, attended by the Audit Officer of the Board of Secondary Education Karachi who submitted a copy of rates fixed by the Board for various functions / assignments. The complainants have been paid their remuneration, amounting to Rs. 400/- per shift along-with Rs. 170/- as conveyance charges. They have been paid the remuneration at admissible rates which were applicable during the year-2022.
6. The complainants requested for payment on revised rates as fixed by the Board during the year-2023 but they were not entitled for payment of revised rates which have been fixed in the year-2023.

FINDINGS

7. On the intervention of this Institution, the complainants have been paid their remuneration and their grievance has been redressed by the agency.

DECISION

8. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), 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

13th
 Karachi, dated; October, 2025

