



## **DECISION**

Complaint No. : POS/1183/2024/KR-26

Name and address of the complainant : Mr. Saleem Akhtar,  
R/o. House No. A-268, PNT Society,  
Korangi, Karachi

Name of the Agency Complained against : Board of Secondary Education, Karachi (BSEK)

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Muhammad Naseer Jamali,  
Advisor-N

Subject : **ALLEGED DELAY IN ISSUANCE OF MARK SHEET OF MATRICULATION EXAMINATION PASSED BY COMPLAINANT'S SON.**

### **COMPLAINT**

Mr. Saleem Akhtar lodged a complaint on 01.03.2024 against the Board of Secondary Education Karachi (BSEK), stating that his son, Shayan Saleem had passed the Matriculation Examination 2023 under Roll No. 410287 but the agency failed to issue his Marks Certificate. Upon inquiry, he was informed that the certificate could not be issued due to non-submission of permission and registration fees, despite the fact that all necessary requirements had been fulfilled. He, subsequently approached the Chairman of BSEK, who permitted him to deposit the required fees. The complainant paid Rs.10,000/- for the issuance of permission. Later-on, the BSEK raised another objection that since his son had previously appeared in the Matriculation Examination through Ziauddin Board, he was not eligible to retake the examination through BSEK.

### **PROCEEDINGS**

2. The complaint was forwarded to BSEK for a report. In response, the Acting Controller of Examinations informed vide letter dated: 09.08.2024 that the complainant's son had earlier appeared in the examination conducted by Ziauddin Board and therefore, ineligible to appear for a grade improvement examination under BSEK. Consequently, issuance of the Marks Certificate was not possible. However, it was stated that the deposited fee could be refunded in full upon submission of the original deposit receipts.
3. In a rejoinder dated 15.08.2024, the complainant disputed BSEK's report, asserting that he had fulfilled all procedural requirements including submission of the Migration Certificate, Marks Sheet from Ziauddin Board, late fees, and permission fees. After due scrutiny, all documents were accepted by the BSEK and an admit card was duly issued to his son. He expressed dissatisfaction that after completing the process, BSEK is now citing a rule prohibiting the son of the complainant to retake examination through a different board.



4. In a subsequent response, the Controller of Examinations, BSEK, maintained that since the student had appeared under Ziauddin Board, he was required to pursue improvement of grade through the same board. A relevant excerpt from the BSEK Calendar was submitted to support this position.
5. During a hearing held on 17.10.2024, the Controller of Examinations reiterated BSEK's stance. Nevertheless, he advised the complainant to apply for the improvement exam through Ziauddin Board and assured that he would refer the case to the concerned officials of Ziauddin Board for assistance.
6. Subsequently, via a letter dated 21.03.2025, the complainant informed that in accordance with the advice of the BSEK Controller of Examinations, his son had registered with Ziauddin Board, appeared in the improvement examination and successfully passed with A-Grade. He expressed his gratitude to the Ombudsman's office for the support and resolution of his grievance and requested that no further proceedings be pursued in the matter.

#### **FINDINGS**

7. It is evident that while BSEK had valid grounds to reject the issuance of the Marks Sheet based on its regulations, but failed to enforce these rules at the point of registration. The acceptance of documents, fees, and subsequent issuance of the admit card constituted a procedural error on the part of the responsible officials.
8. The issue was ultimately resolved through appropriate guidance and coordination between the parties involved. The complainant received the relief sought and has formally withdrawn his complaint.

#### **DECISION**

9. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), I hereby dispose of the complaint in following terms:

- (i) BSEK should immediately process the refund of Rs.10,000/- paid by the complainant, without any deductions on submission of original deposit receipts.
- (ii) BSEK is advised to strengthen its internal scrutiny and document verification processes to ensure that only eligible candidates are registered for examinations in accordance with the Board's rules.
- (iii) Training and procedural guidance should be provided to BSEK examination staff to prevent recurrence of similar administrative lapses.
- (iv) Report compliance within **45 days** hereof.

*Given under my hand and seal of office.*



**Sd /-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; **26th** June, 2025