



## **DECISION**

**Complaint No.** : POS/ROS/SKK-146/2024

**Name and address of the complainant** : Mr. Arsalan,  
R/o. H. No. A-12/550, Mohallah Chabootra Bazar,  
Near Insaf Medical Store, Shikarpur.

**Name of the Agency Complained against** : Controller of Examinations,  
Shah Abdul Latif University Khairpur

**Name & Designation of Investigating Officer** : Mr. Nazir Ahmed Dhoon,  
Director, Regional Officer, Sukkur

**Vetted by** : Mr. Ghulam Abid Shaikh,  
Advisor-K

**Subject** : **ALLEGED DELAY IN ISSUANCE OF B.A. PASS DEGREE CERTIFICATE TO THE COMPLAINANT BY CONTROLLER EXAMINATIONS, SHAH ABDUL LATIF UNIVERSITY, KHAIRPUR.**

### **COMPLAINT**

Mr. Arsalan, filed a complaint on 04.09.2024 regarding delay in issuance of his B.A Pass Degree Certificate of year 2008 by the Controller of Examinations, Shah Abdul Latif University, Khairpur despite the fact that he has already been issued Marks Certificate showing that he had qualified examination securing 2<sup>nd</sup> Division. Being aggrieved by that, he solicited our intervention in the matter.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Controller of Examinations, Shah Abdul Latif University, Khairpur vide this office letter dated: 12.09.2024 followed by reminders. In response, he vide his report dated: 16.12.2024 enclosed the original B.A Degree Pass Certificate of the complainant which was handed over to him on 24.12.2024. For that, he thanked to the Institution and requested to close the case as his grievance was resolved.

### **FINDINGS**

3. The problem of the complainant regarding delay in issuance of B.A Pass Degree Certificate by the Controller of Examinations, Shah Abdul Latif University, Khairpur has been resolved as confirmed by him. Hence, no further action is required.

### **DECISION**

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

*Given under my hand and seal of office.*



**Sd /-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 4<sup>th</sup> February, 2025