



DECISION

POS / 407 / 2025 / 14 / KHS

Complaint No. : POS / 407 / 2025 / 14 / KHS

Name and address of the complainant : Mr. Asif Ali,
R/o K-9/13, Khaliq-uz-Zaman Colony near Gizri
Football Ground, Gizri, Karachi.

Name of the Agency Complained against : School Education

Name & Designation of Investigating Officer : Syed Maqsood Haider Naqvi
Regional Director (South)

Vetted by : Rehana Ghulam Ali Memon
Advisor-II

Subject : **ALLEGED DELAY IN ISSUANCE OF OFFER LETTER FOR JST POST IN TALUKA WARAH, DISTRICT QAMBER, DESPITE AVAILABILITY OF VACANT SEATS.**

THE COMPLAINT

Mr. Asif Ali filed an online complaint on 20-01-2025, alleging that despite passing the IBA Test 2021 with 51 marks and the availability of JST seats in Taluka Warah, his appointment process was delayed. He stated that scrutiny was completed on 03-09-2024 but the District Recruitment Committee (DRC) did not finalize the recruitment process. Although the DEO, Qamber, sought clearance from the Director HR on 21-11-2024, no response was received, resulting in non-issuance of offer letters. He informed that recruitment policy is expiring in June'2025, therefore, solicited intervention of this Institution to resolve 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 up to date) by condoning delay and receiving the requisite documents. A report was called from the Agency. In response, the Director (HR & Training), SEDD, clarified that under the Recruitment Policy 2021, District Selection Committees (DSCs) are the sole forum for scrutiny and recommendations, and the Directorate has no direct role. It was further stated that the complainant, Mr. Asif Ali Jatoi, was duly recommended by the DSC, District Qamber, and subsequently issued an offer order on 23-06-2025. His appointment order will be issued upon completion of required formalities.

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3. The complainant on 16-07-2025, expressed gratitude to the Ombudsman's Office for effectively resolving his grievance regarding his appointment as Junior Elementary School Teacher and provided his joining report dated 30.06.2025. He appreciated the professionalism, dedication, and prompt action of the Office, noting its strong commitment to good governance, accountability and protection of citizens' rights.

FINDINGS:

4. The grievance raised by the complainant stands duly redressed through the departmental action taken in the matter and the complainant has expressed satisfaction with the resolution.

DECISION:

5. 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 upto date), I hereby dispose of the complaint as redressed.

6. This also disposes of case No.POS/1164/2025/26/KHS.

Given under my hand and seal of office

Sd/-
Muhammad Sohail Rajput
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 8th October, 2025