



DECISION

Complaint No. : POS/3223/KE/225/2024

Name and Address of the Complainant : Mr. Asad Amir, R/o. Flat No. A-1303, Block-A, Tulip Tower, Scheme-33, Karachi.

Name of the Agency Complained against : School Education & Literacy Department

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

Subject :-

COMPLAINT AGAINST MANAGEMENT OF NEXUS SCHOOL FOR ALLEGED NON-ISSUANCE OF SCHOOL LEAVING CERTIFICATE AND RESULT IN RESPECT OF CHILDREN OF THE COMPLAINANT.

THE COMPLAINT

Mr. Asad Amir in his online complaint dated 09.07.2024 stated that his children are studying at Nexus School. He stated that he has paid course fees to the school in June 2024, while security deposit / fees was also paid at the time of admission, but school management was not issuing result as well as school leaving certificate to his children. He, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. The complaint was conditionally admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), subject to submission of mandatory affidavit on Form "A", original complaint duly signed and copy of CNIC. The complainant failed to complete formalities although asked for the same repeatedly.

3. Subsequently, the Investigating Officer contacted the complainant over telephone on 25.09.2024 for getting formalities to be completed by the complainant, however, in response complainant informed that his problem has been resolved and he is no more interested to pursue the complaint any further. He requested to close the case.

CONCLUSION

4. In view of the above, the complaint is disposed of as withdrawn.

Given under my hand and seal of the office



Sd/-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 18th November, 2024