



DECISION

POS/MIC/HYD/2024

Complaint No.	:	
Name and address of the complainant	:	Mr. Mansoor Ali Leghari R/o H.No: B-61, Hyderabad Bungalows, Wadhu Wah Hyderabad.
Name of the Agency Complained against	:	Regional Director (I&R) Private Institutions, School Education Department, Hyderabad
Name & Designation of Investigating Officer	:	Abdul Wahab Memon, Consultant / Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	<u>COMPLAINT AGAINST DIRECTOR, PRIVATE INSTITUTIONS HYDERABAD ALLEGING FAILURE TO REDRESS THE GRIEVANCE OF THE COMPLAINANT</u>

Complaint

Mr. Mansoor Ali Leghari filed a complaint dated 30.09.2024 wherein he stated that his children are getting education at Elate School Model Town Qasimabad Hyderabad. The school administration pressurized the children to purchase books and copies which are not part of regular curriculum. His son was expelled from the school as he could not afford to purchase the irrelevant books/materials etc. He approached the School Education Department for proper monitoring of private institutions but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. On receiving the complaint, the Investigating Officer, Hyderabad visited the Elate School Model Town Qasimabad, Hyderabad on 11.10.2024 in the presence of the complainant, Principal of the school and Assistant Director, Private Institutions Hyderabad. The matter was discussed in detail wherein the complainant reiterated his version that the parents are being compelled to purchase irrelevant books, copies and other material which are not required. The principal of the school denied the allegations and stated that the students are not compelled for purchase of irrelevant books etc. There were some other minor issues which were resolved during visit of the school. The orders of expelling the son of the complainant from the school were also withdrawn by the School Administration.

3. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 15.10.2024 and filed a written statement wherein he appreciated the efforts of Investigating Officer Hyderabad on resolution of his problem.

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Findings

4. Due to immediate intervention of this Institution, the grievance of the complainant has been redressed.

Decision

5. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

6. This also disposes of another complaint bearing No: POS/4395/2024/HYD/680 having same grievance, filed by the same complainant on the same subject against the same Agency

Given under my hand and seal of the office

Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 13th January, 2025

