



DECISION

Complaint No.	POS/59/2025/SGR-80
Name and address of the complainant	Mr. Amir Ali, S/o Bilal Ahmed, R/o Ward NO.5 Jhol, Taluka Sinjhoro, and District Sanghar.
Name of the Agency Complained against	Board of Intermediate & Secondary Education, Mirpurkhas, Sindh.
Name & Designation of Investigating Officer	Ghulam Shabir Memon, Regional Director, Sanghar.
Vetted by	Syed Hashim Raza Zaidi Advisor-S
Subject	<u>REQUEST FOR ISSUANCE OF PACCA CERTIFICATE OF HSC-II TO THE COMPLAINANT.</u>

THE COMPLAINT:

Mr. Amir Khan S/o Bilal Ahmed filed a complaint on 22.04.2025 against the Board of Intermediate & Secondary Education (BISE), Mirpurkhas, regarding the prolonged delay in the issuance of his *Pacca Certificate* for HSC-II, which he successfully completed in the year 2019. He stated that despite repeated visits and persistent efforts over the past several years, his request has not been entertained, causing him significant inconvenience. He has approached this Institution for the issuance of HSC-II Certificate.

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.
3. This office issued notice to Controller of Examination, BISE, Mirpurkhas, vide this office letter dated 06-5-2025 for report. In response, he in his report dated 30-5-2025 submitted that original *Pacca Certificate* of HSC-II of complainant has been issued.
4. Meanwhile, the complainant appeared on 13-08-2025 and confirmed receipt of the *Pacca Certificate* from BISE, Mirpurkhas for the Annual Examination 2019. A photocopy of the certificate is available in the file. The complainant conveyed sincere appreciation to this Institution for resolving their grievance and formally requested the closure of any further proceedings on the complaint.

FINDINGS:

5. On the intervention of this Institution, the agency has redressed the grievance of the complainant.

DECISION:

6. 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)*, the complaint is disposed of as redressed.

Given under my hand and seal of the office.

Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz; PAS
Ombudsman Sindh,
Karachi, dated 02 Oct. 2025

