



DECISION

Complaint No. : POS/313/HYD/2024

Name and address of the complainant : Mr. Junaid Ahmed, Principal,
Junaid Public High School,
Hyderabad

Name of the Agency Complained against : Board of Intermediate & Secondary Education Hyderabad.

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST B.I.S.E. ALLEGING ERROR AND OMISSION DURING SUBMISSION OF ONLINE EXAMINATION FORM WHICH RESULTED IN LATE FEE CHARGES**

Complaint

Mr. Junaid Ahmed Khan, Principal of Junaid Public High School Hyderabad filed a complaint dated 23.05.2024 wherein he alleged the error and omission during submission of online Examination Form which resulted in late fee charges and non-acceptance of examination form. He approached the authority concerned of the BISE but no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay
3. This office issued a notice dated 28.06.2024 to the Secretary, Board of Intermediate & Secondary Education Hyderabad for report. In response, the Controller of Examination informed vide letter dated 23.07.2024 that as per scrutiny of school record, only one (1) candidate's Enrolment Form (General Private Group), namely Mst. Nasreen D/o Sadique Hussain Shaikh, showing the date of birth 02.03.1976, vide registration No.GPGH2401540001 was not filled by the school authority on Board's portal ID and password, resultantly the examination slip was not issued to the said candidate.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 30.7.2024, who in response submitted that the BISE should be directed to allow the candidate, Mst. Nasreen to attempt the examination papers of class-IX and X at the same time during the next year due to a mistake of the agency.
5. The Controller of Examinations, BI&SE Hyderabad vide subsequent reports dated 29.11.2024 and 13.12.2024 repeated the same version and regretted the request submitted by the complainant.

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6. The reports of the agency were sent to the complainant for 2nd rejoinder vide letter dated 18.12.2024 but he did not respond despite issuance of multiple reminders.

Findings

7. The investigation of the complaint revealed that the examination form of the candidate was not filled on the given portal of BISE Hyderabad.

Decision

8. 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 due to non-prosecution.

Given under my hand and seal of the office



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

Karachi, dated 12th May, 2025

