



DECISION

Complaint No. : POS/6059/2023/NWS-135.

Name and address of the complainant : Mr. Zulfiqar Ali s/o Dad Muhammad,
Fouji Colony, Sanghar Road, District Shaheed Benazirabad.

Name of the Agency Complained against : BI&SE-Hyderabad.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **DELAY IN CORRECTION OF DATE OF BIRTH IN
EDUCATION RECORD.**

THE COMPLAINT:

Mr. Zulfiqar Ali filed complaint dated 24.10.2023 wherein he stated that his date of birth was incorrectly entered as 08.10.1994 instead 08.10.1996 in his Matriculation marks certificate. In this regard he submitted the necessary documents to the concerned Clerk of Board of Intermediate and Secondary Education, Hyderabad who demanded and received illegal gratification of Rs.20,000 (Twenty Thousand) but did not take any action but only gave false assurances. He approached the higher authorities for redressal of his grievance but of no avail. Aggrieved by that, he solicited intervention of this Institution.

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), after receiving of copy of CNIC and Affidavit on Form "A" and by condoning the delay.

3. This office issued notice to the Controller of Examination, Board of Intermediate & Secondary Education, Hyderabad vide office letter dated 26.10.2023 for report. In response he informed vide letter dated 03.01.2024 that the case of the complainant has been rejected being time barred and complainant was informed accordingly vide letter dated 18.12.2018. He advised the complainant to file Appeal before the Chairman, Board of Intermediate & Secondary Education, Hyderabad for the re-consideration of his case.

4. A copy of Agency's report was delivered to the complainant. In response, he informed vide his application 11.01.2024 that he has already filed an Appeal before the Chairman, Board of Intermediate & Secondary Education, Hyderabad as required.

5. In order to redress the grievance of complainant, the matter was also taken up with the Chairman, Board of Intermediate & Secondary Education, Hyderabad, vide letter dated 17.01.2024 for report, followed by multiple reminders. Finally, the Controller of Examination, Board of Intermediate & Secondary Education, Hyderabad informed vide letter dated 22.08.2024 that the request of complainant has been allowed and correction letter No. BISE/SSC/CONDUCT/1088 dated 21.08.2024 has been issued.

6. A copy of Agency's report dated 22.08.2024 was sent to the complainant for rejoinder if any, followed by reminders besides attempts through telephone, but he failed to submit his rejoinder.

FINDINGS:

7. On the intervention of this Institution, the Agency has redressed the grievance of complainant.

DECISION:

8. 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), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 3rd January, 2025