



## **DECISION**

Complaint No. : POS/3092/2024/NWS-67.

Name and address of the complainant : Mr. Aqeel Ahmed Jamali,  
R/o Village Haji Khan Jamali, Bandhi, Taluka Daur,  
District Shaheed Benazirabad.

Name of the Agency Complained against : BISE, Shaheed Benazirabad.

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

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

Subject : **ALLEGED DELAY IN ISSUANCE OF  
INTERMEDIATE CERTIFICATE PASSED BY THE  
COMPLAINANT IN THE YEAR, 2021.**

### **THE COMPLAINT:**

Mr. Aqeel Ahmed Jamali filed an online complaint dated 22.06.2024 wherein he stated that he had passed Intermediate (Pre-Engineering) exam in year 2021 from the Board of Intermediate & Secondary Education, Shaheed Benazirabad, but after lapse of three years the requisite Certificate has not yet been issued. Being aggrieved, he had frequently approached the concerned Agency for issuance of (PACCA) Certificate of (XII) but to 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, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice dated 07.08.2024 to the Controller of Examination, Board of Intermediate & Secondary Education, Shaheed Benazirabad for seeking a report into the matter.
4. The Agency's report as received dated 23.08.2024 was shared with the complainant for filing a rejoinder. While such correspondence with the complainant was underway, the Controller of Examination, Board of Intermediate & Secondary Education, Shaheed Benazirabad and the complainant appeared before the Investigation Officer, Shaheed Benazirabad on 24.09.2024. The Agency furnished an original Certificate which was handed over to complainant. In response, complainant expressed his thanks to this Institution for redressal of his grievance by filing written statement of the date.



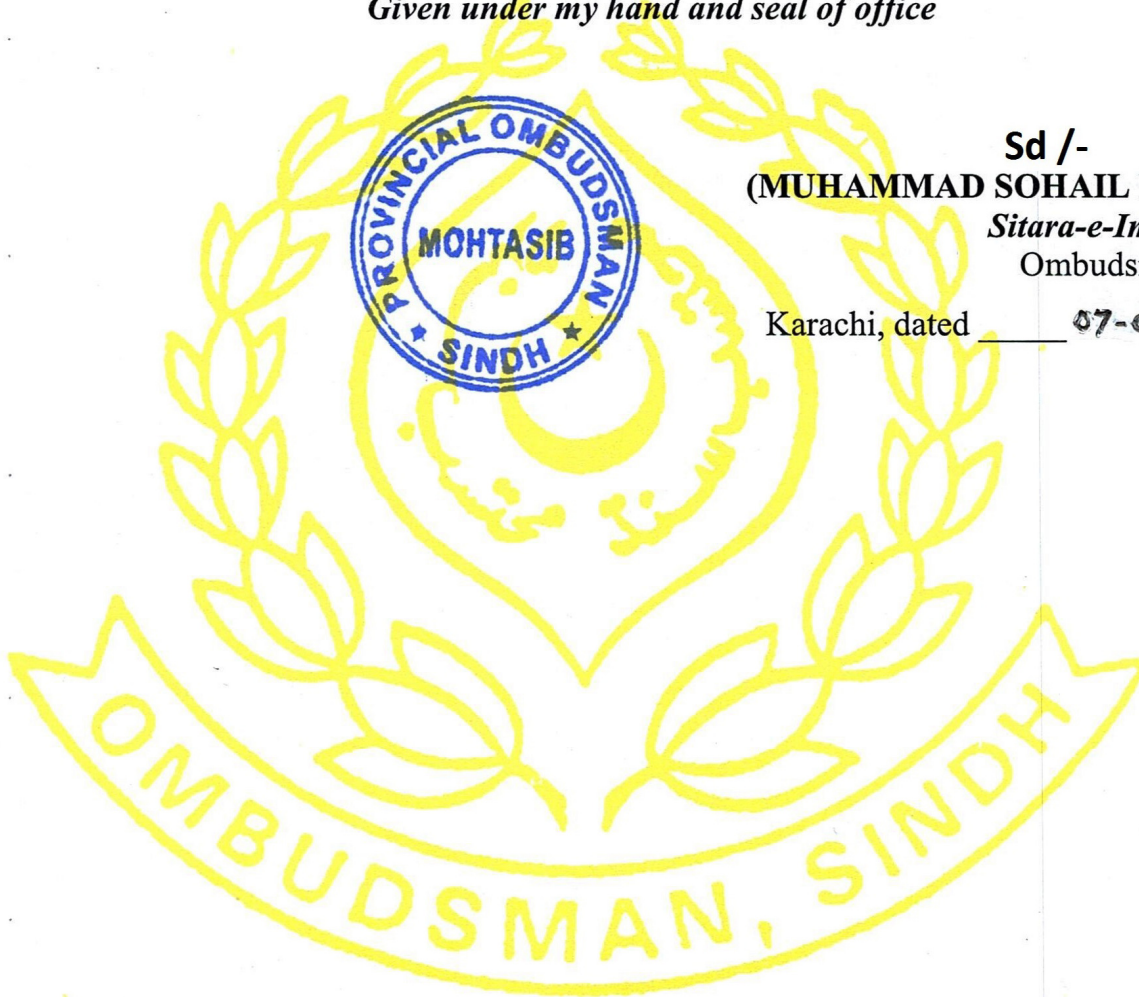
**FINDINGS:**

5, On the intervention of this Institution, the grievance of complainant has been resolved, therefore, complaint stands redressed.

**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), 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 07-03-2025