



DECISION

Complaint No. : POS/58/2024/SGR-162

Name and address of the complainant : Mst. Zubaida D/o. Mohammad Ramzan,
P.O Alamabad, Taluka Khipro, District Sanghar.

Name of the Agency Complained against : Board of Intermediate & Secondary Education,
Shaheed Benazirabad

Name & Designation of Investigating Officer : Ghulam Shabir Memon,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : **REQUEST FOR CORRECTION OF DATE OF BIRTH.**

COMPLAINT:

Mst. Zubaida D/o Mohammad Ramzan filed a complaint dated 10-10-2024, against Board of Intermediate & Secondary Education, Shaheed Benazirabad, wherein she alleged that her date of birth is erroneously written as 02.05.2009 in record whereas actual date of birth is 05.02.2009. The complainant had visited/approached the BISE, Shaheed Benazirabad for the correction of her date of birth but to no avail. Aggrieved by that, she solicited the 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 upto date)*, after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to Controller of Examination, BISE, Shaheed Benazirabad vide this office letter dated 24-10-2024 for report. Multiple reminders were issued to the agency for redressal of grievances of complainant. The case was heard on 04.12.2024 during which the attested copies of relevant documents of the complainant were handed over to the Agency's representative for submission of report.

4. Meanwhile the complainant and Agency's representative appeared on 11.12.2024 when the Agency submitted original Marks Sheet with correct date of birth of the complainant. The original Marks Sheet was handed over to the complainant Mst. Zubaida. Complainant submitted her written statement dated 11.12.2024, wherein she confirmed receiving the Mark Sheet with correct date of birth, hence her grievance has been redressed by the Agency. The complainant offered her thanks to this Institution on redressal of her grievance and also requested to close 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, 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 February, 2025

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