



DECISION

Complaint No.	:	POS/68/2024-SGR-180 & POS/4782/2024-SGR-176
Name and address of the complainant	:	Mr. Mohammad Qayoum, S/o. Mohammad Ashraf, R/o. Saddar Gali, House No.579, Joharabad, Tando Adam, 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,
Subject	:	Advisor-S

REQUEST FOR CORRECTION OF COMPLAINANT'S FATHER NAME IN EXAM SLIP OF COMPLAINANT.

COMPLAINT:

Mr. Muhammad Qayoum submitted a complaint dated 14.10.2024 against the Board of Intermediate & Secondary Education (BISE), Shaheed Benazirabad, regarding a correction in his father's name, which was erroneously written as *Abdul Qayoum* instead of *Muhammad Qayoum* on his examination slip. The complainant stated that despite his repeated visits and persistent efforts spanning several years, the concerned department has failed to rectify the error. He has expressed that this prolonged inaction has caused him considerable inconvenience. Aggrieved by the non-resolution of his issue, he has sought the intervention of this Institution for the prompt redressal of his grievance.

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 upon date), after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued a notice to the Controller of Examinations, BISE, Shaheed Benazirabad, vide letter dated 28.11.2024, seeking a report in the matter. During the proceedings, the agency submitted a report dated 22.05.2025, stating that after careful verification and completion of the required formalities, the necessary correction has been made in the official record in accordance with the complainant's request. It was further confirmed that the complainant has been duly informed and has expressed satisfaction on the resolution of the matter.

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4. The complainant appeared before this office on 04.06.2025 and confirmed that the correction in his Father's name has been duly made by the BISE Shaheed Benazirabad. A photocopy of the revised examination slip is available in the case file. The complainant conveyed sincere appreciation to this Institution for resolving his grievance and formally requested the closure of further proceedings on his 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.

7. This is also disposed of another identical nature complaint No. POS/4782/2024-SGR-176 filed by the same complainant on the same subject.

Given under my hand and seal of office.

Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz; PAS
Ombudsman Sindh,
Karachi, dated 31st July, 2025

