



DECISION

Complaint No. : POS/2152/2025/HYD/259

Name and address of the complainant : Mr. Shakeel Khan, R/o H.No.108, Al-Rahim Villas Street No.03, Hyderabad.

Name of the Agency Complained against : Regional Director, Private Institution 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 MANAGEMENT OF IQRA ROZATUL ITFAL SCHOOL, CITIZEN COLONY, BRANCH HYDERABAD ALLEGING UNJUSTIFIED INCREASE OF 20% SCHOOL FEES

Complaint

Mr. Shakeel Khan filed an online complaint dated 24.03.2025 against the management of a private school named Iqra Rozatul-Itfal, Citizen Colony, Hyderabad regarding unjustified increase of annual tuition fees @ 20% instead of 5% per annum which is in violation of rules set by the Provincial Government. He therefore, 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) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice dated 17.04.2025 to the Regional Director, Directorate of Inspection & Registration of Private Institution Hyderabad and Principal Iqra Rozatul-Itfal, School, Citizen Colony, Hyderabad for report. In reply, the Director, Inspection & Registration of Private Institution Hyderabad informed vide letter dated 23.04.2025 that the school administration has increased 5% fees in accordance with the rules and policy of Government of Sindh. He annexed the copy of letter of the complainant to withdraw his complaint.
4. The complainant also confirmed redressal of his grievance vide written statement dated 15.05.2025. He extended his gratitude to this Institution and requested to close the case.

Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

6. 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 stands 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 7th August, 2025