



DECISION

Complaint No. : POS/25/2024/SGR-103

Name and address of the complainant : Mr. Ghulam Akbar and others,
R/o. village Sher Khan, Tehsil Sinjhor,
District Sanghar

Name of the Agency Complained against : School Education Department.

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

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : REQUEST FOR ENQUIRY AGAINST MONITORING ASSISTANT ALI NAWAZ, WHO MISBEHAVED WITH THE STAFF OF GPS, NEW AKBARABAD COLONY, DEH-22, JAMRAO (SEMIS CODE NO.407050402)

THE COMPLAINT:

Mr. Ghulam Akbar and others filed a complaint on 07.05.2024 against School Education Department, Sanghar, regarding enquiry against Monitoring Assistant Ali Nawaz, who allegedly misbehaved with and blackmailing the school staff as well as Head Master of GPS New Akbarabad Colony, Deh-22 Jamrao. The complainants had frequently approached the concerned agency for redressal of their grievances, but to no avail. Aggrieved by that, they 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)*, and other relevant documents.
3. This office issued notice to the Chief Monitoring Officer (M&E), School Education Department, Sanghar for report vide letter dated 06.06.2024. In response, he informed vide letter dated 08.07.2024 that complainants and Mr. Ali Nawaz, Monitoring Assistant were heard in person to enquire the matter. Mr. Ali Nawaz, Monitoring Assistant and complainants explained the matter in detail. After hearing them, it was observed that matter has arisen due to lack of professionalism and misunderstanding between them, which was later realized by both parties. They ensured to avoid practicing non-professional and biased behavior against one another and to work collaboratively, taking into consideration their job descriptions. He further added that both the parties have removed their differences and have agreed to work together by respecting their profession and will avoid creating problems and issues in future.
4. It appears that the matter has been thoroughly investigated, and a resolution has been reached. The parties involved, including the DEO (Primary), have clarified that the issue was due to a misunderstanding, which has now been resolved. Both parties have expressed their satisfaction with the amicable settlement and have committed to performing their duties with honesty and full devotion and have submitted a joint statement dated 23-09-2024, stating therein that there was no any dispute between them parties except some misunderstanding which has been clarified. They also requested to close the matter.

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FINDINGS:

5. On the intervention of this Institution, the matter has been resolved by the agency.

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-Imtia; PAS
Ombudsman Sindh,
Karachi Dated 7th March, 2025

