



## **DECISION**

Complaint No. :

POS/CH/9700/KE/588/2023

Name and Address  
of the Complainant :

Master Salman Rustam, R/o. House No.415, Jumma Himayati  
Goth, Near Post Office PMTF, Bin Qasim, Malir, Karachi.

Name of the Agency  
Complained against :

School Education Department

Name & Designation of  
Investigation Officer :

Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT AGAINST MUHAMMAD ISHAQUE,  
IN-CHARGE H.M GBSS JUMO HIMAYATI GOTH  
WHO ALLEGEDLY MAL-TREATED THE  
COMPLAINANT (STUDENT OF CLASS X) AND  
USED ABUSIVE LANGUAGE ALONGWITH A  
PERSON NAMED SHER MUHAMMAD, ON  
04.12.2023.**

### **THE COMPLAINT**

Master Salman Rustam in his complaint dated 12.12.2023 stated that he is student of Class X at GBSC Juma Himayati Goth, Bin Qasim Karachi. He stated that due to unavoidable circumstances he was constrained to attend the school without proper uniform on 04.12.2023. Upon noting such violation, the School Head Master Mr. Ishaque used corporal punishment and caned him as well as used abusive language in front of other students. He further added that not only the Incharge Head Master beat him but an outsider Sher Muhammad also shouted on him using abusive language and threatened him with grave consequences for such violation in future. The complainant stated that corporal punishment was not allowed under the law in any school but despite that he was beaten and abusive language was used against him. He requested to conduct enquiry in the matter and take action against the said Head Master.

### **PROCEEDINGS**

2. The complaint was admitted by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), subject to submission of mandatory affidavit on Form "A", and copy of CNIC. The complainant was asked to furnish mandatory affidavit and copy of CNIC. However, he failed to complete mandatory formalities although asked repeatedly for the same.

3. However, being the matter related to a student/child, referred to the Director, Elementary, Secondary and Higher Secondary Karachi for comments. Subsequently, matter was also fixed by the Investigating Officer for hearing on 09.09.2024. The notice issued to the alleged Incharge / Head Master, GBSS, Jumo Himayati Goth, Bin Qasim Malir, Karachi, which was received back undelivered with the remarks of postal authorities "on enquiry from school it was informed that the addressee has passed away"

4. The complainant also did not mention his complete address and contact number in the complaint. Even he did not turn up to pursue his complaint.

### **FINDINGS**

5. The complainant has failed to complete mandatory formalities. In the absence of which the same is not maintainable.

### **CONCLUSION**

6. Under the circumstances, when the complainant has failed to respond, it was clear that he has lost interest to pursue his complaint. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose of the complaint on account of non prosecution.

*Given under my hand and seal of the office*

Sd /-

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 06 - 01 - 2025

