



DECISION

Complaint No. : POS/RO-NF-106/24/ NFZ-128

Name and address of the complainant : Mr. Muhammad Hanif Khaskheli S/o Ghulam Rasool,
P.O. Darya Khan Mari,
Taluka & Distt. Naushahro Feroze

Name of the Agency Complained against : Sindh Board of Technical Education,
Karachi/Habib College of Technology, Nawabshah

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED NON ISSUANCE OF DIPLOMA
CERTIFICATE TO THE COMPLAINANT

THE COMPLAINT

Mr. Muhammad Hanif Khaskheli filed a complaint on 03.12.2024 against the Sindh Board of Technical Education (SBTE), Karachi and Government Habib College of Technology, Nawabshah stating therein that he had passed the course of Diploma of Associate Engineer in Chemical Engineering from Government Habib College of Technology, Nawabshah under seat number 4229 in the year 1995. He approached the said College and the SBTE Karachi for issuance of original Pacca Certificate but they have delayed to issue the same despite repeated requests. He, therefore, solicited intervention in the matter.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date). The matter was taken up with the Chairman, SBTE Karachi and the Principal, Double Shift Programme, Government Habib College of Technology, Nawabshah for report vide letter dated 05.12.2024. On 16.12.2024, the Principal, Govt. Habib College of Technology, Nawabshah reported that the college is not authorized to issue Pacca Certificate. The college's responsibility is to distribute Pacca Certificates to the students whose certificates are received from the SBTE Office. This report of the Agency was shared with the complainant. On 29.01.2025, he submitted rejoinder stating that as informed by the SBTE Karachi, his certificate was sent to Regional Director, SBTE Sukkur for verification. However, when he approached their office at Sukkur they denied having received his certificate. Therefore, letter was issued to the Regional Director, SBTE Sukkur for report vide letter dated

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30.01.2025 followed by reminders. After further follow up, the complainant appeared before the Investigating Officer on 15.05.2025 and submitted his statement that on the intervention of this Institution, he has received his Pacca Certificate from the SBTE Sukkur and his grievance stands resolved. While extending gratitude, he requested for closing his complaint.

DECISION

3. In view of the above, the complaint is disposed of as redressed.

Linked File POS/2024/NFZ-145.

Given under my hand and seal of Office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

30th July, 2025