



## **DECISION**

**Complaint No.** : POS/3699/2024/86/KHS

**Name and address of the complainant** : Mr. Hashir Ali S/o Asif Ali, House No. S-375, Street No.09, Sabir SVE, Near PNS Shifa Hospital, Karachi.

**Name of the Agency Complained against** : Board of Secondary Education Karachi.

**Name & Designation of Investigating Officer** : Syed Maqsood Haider  
Director, Regional Office (South)

**Vetted by** : Ms. Rehana G. Ali Memon,  
Advisor-II

**Subject** : **ALLEGED NON-ISSUANCE OF MARK SHEET WITH CORRECT NUMBERS OF "ISLAMIAT PAPER" WHICH WERE CORRECTED AFTER SCRUTINY OF 9<sup>TH</sup> CLASS PAPERS OF THE COMPLAINANT.**

### **THE COMPLAINT:**

Mr. Hashir Ali had filed a complaint on 23-08-2024 alleging that he appeared in 9<sup>th</sup> class science group examination in the year 2023. However, when the result was announced his mark-sheet displayed only 9 marks out of 75 in the Islamiat paper, which did not align with his actual result / performance. He subsequently, applied for a scrutiny of his marks and the scrutiny revealed that he had scored 65 marks. However, despite this, the board has delayed in issuing corrected mark sheet. He has, therefore, solicited the intervention of the Provincial Ombudsman Sindh.

### **PROCEEDINGS:**

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), by condoning the delay and after receipt of mandatory affidavit on Form "A", the matter was taken up with the Agency for submission of report / comments.

3. In response, Mr. Faheem Khan, Maintenance Officer, Board of Secondary Education Karachi appeared in person before the Regional Director South on 19-11-2024 alongwith report dated 18-11-2024 and original corrected marks sheet of the complainant.

4. The complainant was contacted on his available cell number and informed that his original corrected mark sheet has been received from the Board and he can collect the same. Subsequently, he appeared in person on 26-11-2024 before the Regional Director South and received corrected mark sheet. He expressed his gratitude to the Ombudsman institution for promptly resolving his grievance.

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**FINDINGS:**

5. The complainant has received corrected mark sheet and his grievance has been redressed.

**DECISION:**

6. In view of the above and 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 upto date), I hereby dispose of the complaint as redressed.

*Given under my hand and seal of office.*



**Sd /-**

**Muhammad Sohail Rajput**  
**Sitara-e-Imtiaz, PAS**  
**Ombudsman Sindh**

Karachi, dated **30th** April, 2025

