



## **DECISION**

Complaint No. : POS/RN/87/2024/NWS-96.

Name and address of the complainant : Professor Muhammad Sadique Bhatti, Principal,  
G.H.S.S. Khabar Lakhmir,  
District Shaheed Benazirabad.

Name of the Agency Complained against : B.I.S.E. Hyderabad.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,  
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).  
Advisor-F.

Subject : **NON-ISSUANCE OF HSC PACCA CERTIFICATES TO STUDENTS OF GOVERNMENT HIGHER SECONDARY SCHOOL KHABAR LAKHMIR FOR THE ACADEMIC YEAR 2017, BY THE BOARD OF INTERMEDIATE AND SECONDARY EDUCATION HYDERABAD.**

### **THE COMPLAINT:**

Professor Muhammad Sadique Bhatti, Principal of Government Higher Secondary School, Khabar Lakhmir, filed a complaint dated 25.10.2024, wherein he stated that the Pacca Pass Certificates of students who appeared in the 2017 examinations had not yet been issued to his school by B.I.S.E, Hyderabad, though, all other Colleges of District Shaheed Benazirabad had already received the certificates for their respective students. Being aggrieved, he had frequently approached the Controller, B.I.S.E. Hyderabad and concerned Branch for addressing the grievances of the students but to no avail. Therefore, he solicited 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 up to date), after receiving of copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office letter issued notice to the Controller of Examination, Board of Intermediate & Secondary Education, Hyderabad vide letter dated 23.12.2024 for seeking a report, followed by a reminder. While the Agency's report was awaited, the complainant appeared before the Investigating Officer, Shaheed Benazirabad, on 16.01.2025 and filed a written statement of the date wherein he affirmed that on the intervention of this Institution, the concerned authorities of B.I.S.E. Hyderabad contacted him for getting Pacca Pass Certificates of year 2017 examination. In response, he collected Pacca Pass Certificates of (445) students related to year 2017. He expressed his gratitude to this Institution for its effective intervention in resolving the matter.

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**FINDINGS:**

4. The Agency, upon the intervention of this Institution, has effectively redressed the complaint and extended relief to all 445 concerned students.

**DECISION:**

5. 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 up-to-date), I do 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 2nd June, 2025

