



DECISION

Complaint No. : POS/4068/2024/HYD/597

Name and address of the complainant : Mr. Abdullah R/o H.No.39/D, Larkana Colony, near Markazi Jania Masjid, Unit No.08, Latifabad, Hyderabad.

Name of the Agency Complained against : Director, Institute of Business Administration (IBA) Sukkur

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST IBA SUKKUR ALLEGING UNJUSTIFIED REJECTION OF APPLICATION FORM OF THE COMPLAINANT

Complaint

Mr. Abdullah filed an online complaint dated 29.08.2024 wherein he stated that that he had applied for the post of Junior Clerk (BPS-11) in Police Department online through SIBA Testing Services (STS) and uploaded all required documents as mentioned in the advertisement except M.S Office Certificate, for which he had applied but in the meantime, his application was rejected. Being aggrieved, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice dated 08.10.2024 to the Director, Sukkur Institution of Business Administration (SIBA) Testing Center, Sukkur for report, who in response informed vide letter dated 18.10.2024 that the complainant had applied online through SIBA Testing Services for the post of Junior Clerk (BPS-11). As per advertisement of Sindh Police Department, the candidates were required to upload all documents mentioned in the advertisement but the complainant failed to upload M.S Office Certificate hence, his application was rejected on 16.08.2024. Subsequently, the complainant uploaded his MS Office certificate on portal and his application was accepted as per advertisement criteria for the post of Junior Clerk. Now, he is eligible to appear in the written test.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 22.11.2024, who in response confirmed the redressal of his grievance vide his statement dated 28.12.2024 sent through his WhatsApp.

Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint stands disposed of as redressed.

Given under my hand and seal of the office



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

Karachi dated 20th June, 2025