



DECISION

Complaint No. : POS/CH/359/2023

Name and address of the complainant : Mr. Nazir Ahmed S/o Ghulam Hussain Baloch, R/o. Irrigation Colony, Kadhan Road, Badin

Name of the Agency Complained against : Board of Intermediate & Secondary Education (BISE), Hyderabad / School Education

Name & Designation of Investigating Officer : Manzoor Ali Soomro, Regional Director, Badin

Vetted by : Fasihuddin Khan, Advisor 'Z'

Subject : ALLEGED NON-GRANT OF TRANSFER CERTIFICATE TO THE SON OF THE COMPLAINANT BY THE ZAIN PUBLIC SCHOOL, BADIN FOR ADMISSION IN 10TH CLASS IN THE GOVERNMENT SCHOOL UNDER THE BOARD OF INTERMEDIATE & SECONDARY EDUCATION (BISE) HYDERABAD

THE COMPLAINT

Mr. Nazir Ahmed Baloch filed a complaint on 09.02.2023 stating that his son Saddam Hussain was studying in 9th class at Zain Public School, Badin and he was promoted to 10th class under the COVID-19 emergency during the Annual Examination 2020. The Zain Public School was all of a sudden closed in the year 2021. As such, he contacted the Principal, Zain Public School for obtaining transfer certificate for the admission of his son to the 10th class of the Govt. High School but he refused to issue the same. Then the complainant approached the Controller, BISE Hyderabad for resolving the problem, but no remedial action was taken. Being aggrieved by that, he solicited intervention of this Institution in the matter for redressal.

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), after receiving mandatory Affidavit on Form 'A' and other relevant documents. Then, report in the matter was called from the Chairman, BISE Hyderabad vide letter dated 16.02.2023.

Contd... p/2...

3. In response, the Secretary, BISE Hyderabad submitted vide his letter dated 22.03.2023 that while going through the case papers, it was revealed that this case was leftover due to non-receipt of examination form of the candidate from the school management. The disciplinary action against the closed school and its management was the responsibility of the Directorate of Private Schools Inspection & Registration, Karachi, where from the complainant can get his complaint redressed. The matter was, therefore, referred vide letter dated 20.01.2023 to the Director, Secondary Schools Education, Hyderabad for information and necessary action to resolve the grievance of the complainant.

COMPLAINANT'S REJOINDER

4. A copy of the above letter was sent to the complainant vide this office letter dated 21.06.2023 followed by reminder for information and filing his rejoinder. Subsequently, the complainant appeared before the Investigating Officer on 19.10.2023 and submitted a written letter stating therein that due to intervention and efforts taken by this Institution, his problem has been resolved and his son got admission in the Government High School for further education. He expressed his deep gratitude to the Institution for resolving his problem and further requested that his case file may be closed.

FINDINGS

5. With the intervention of this Institution, the problem of the complainant has been resolved and his son got admission in a Government School for further education, as confirmed by him. Hence no further action is required.

DECISION

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of Office,



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

Karachi, dated

28th January, 2025