



DECISION

Complaint No. : POS/9782/KE/591/2023

Name and Address of the Complainant : Mr. Muhammad Kamran r/o. House No. 143, 2nd floor, Block-03, Street-11, Bahadrabad, Karachi.

Name of the Agency Complained against : School Education

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED INACTION ON THE COMPLAINT MADE AGAINST MANAGEMENT OF MERITORIOUS HIGH SCHOOL, TARIQ ROAD FOR THEIR ALLEGED MISBEHAVIOR WITH COMPLAINANT.**

THE COMPLAINT

Mr. Muhammad Kamran, in his complaint dated 14.12.2023, stated that his children namely Muhammad Maaz and Muhammad Muavia are studying in class VI and VII respectively in Meritorious High School, Tariq Road, Karachi since last three years. He stated that on a routine basis, his wife used to check children's school work and observed that school work was not upto the mark and contained many mistakes. He stated that he visited the school few days ago where he met with owner of school namely Dr. Saify and shared his complain of negligence by teachers and requested him to pay personal attention towards his grievance for better education of his children. He stated that instead of hearing him, the owner started using abusive language claiming that their school is well reputed and people like (complainant) are bent upon to disrepute them. The complainant stated that he requested owner to check the copies and work of his children, but he again started shouting by saying go and do whatever you can. The complainant stated that if this was the attitude of owner of school, then one could guess what will be the attitude of other teaching and non-teaching staff towards children. He stated that he complained the matter to DG Private Schools on 17.11.2023 but there has been no response till today. He, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Mr. Muhammad Aamir, Regional Director, Private School, Directorate of Inspection & Registration of Private Institutions Sindh, appeared before the Investigating Officer and furnished replies dated 30.01.2024 and 27.05.2024 whereby the Meritorious School Principal clarified its position that school promptly checked copies, handouts and work books

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(2)

of the students. The parents were kept informed of the progress of their two sons. The complainant upon his insistence was also given the opportunity to meet the CEO, wherein he put forward some incoherent points and concerns regarding teachers' copy checking and insisted that they be terminated. The Principal added that complainant screamed at the CEO and threatened him of dire consequences and make the school repent. According to the Principal, complainant has been habitual of using pressure tactics and is also a frequent fee defaulter. Despite all of it the principal stated the school has been cooperative and has not terminated the admission of complainant's children from the Meritorious High School.

3. Copies of the comments from School Management were forwarded to the complainant for rejoinder but he failed to respond despite repeated issuance of reminders.

FINDING

4. The complainant failed to rebut the Agency's report nor turned-up to pursue his complaint. It appears that either the complainant is satisfied with the Agency's report or have lost interest in pursuing the complaint any further.

CONCLUSION

5. Under the circumstances, when the complainant has failed to respond, it was clear that he has lost interest to pursue his complaint. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose of the complaint on account of non prosecution.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 24-01-, 2025