



DECISION

Complaint No. : POS/1925/2023/HYD/145

Name and address of the complainant : Mr. Hero Mal s/o Soomo Mal
R/o H.No: 27/B, Hyderabad Bungalows, Gulistan-e-Sajjad
Qasimabad, Hyderabad.

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

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

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

Subject : **COMPLAINT AGAINST BOARD OF INTERMEDIATE & SECONDARY EDUCATION HYDERABAD ALLEGING INORDINATE DELAY IN PAYMENT OF REMUNERATION TO THE COMPLAINANT**

Complaint

Mr. Hero Mal, a retired secondary school teacher filed a complaint dated 21.02.2023 wherein he stated that he was assigned duty as External Superintendent at Makli Thatta by the Board of Intermediate & Secondary Education Hyderabad for the examination of HSC-I & II in the year 2018. Since then, he is visiting the agency's office for payment of remuneration but to no avail. Aggrieved by that, 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) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued a notice dated 29.03.2023 to the Controller of Examinations, BISE, Hyderabad for report who in reply vide letter dated 27.04.2023 sent a cheque amounting to Rs.14,800/- in favour of the complainant and the same was delivered to Mr. Sagar, son of the complainant.
4. The complainant vide application dated 23.10.2023 claimed additional amounts of Rs.83,00/- and Rs.25,000/- on account of transport charges. His application was forwarded to the Controller of Examinations, BISE Hyderabad for comments vide letter dated 03.11.2023, who in response informed vide letter dated 28.11.2023 that the complainant had performed duty for 14 days and he has been paid accordingly. The claim of Rs.25,000/- of transport charges is not admissible as per TA/DA rules of BISE Hyderabad.
5. The agency's report was sent to the complainant for rejoinder vide letter dated 14.12.2023, followed by multiple reminders but he did not respond.

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Findings

6. On the intervention of this Institution, the complainant has been paid his remuneration as admissible under the rules of BISE Hyderabad.

Decision

7. 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 is 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 11th March, 2025

