



DECISION

Complaint No. :

POS/621/2024/KR-15

Name and address
of the complainant :

Mian Sherzada, C/o Inayat Baloch Pan Shop, Mansehra Colony, near Lal Kothi Stop, Quaidabad/Landhi, Karachi.

Name of the Agency
complained against :

Board of Secondary Education, Karachi

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Director, Regional Office, Korangi

Subject :-

**DELAY IN ISSUANCE OF CORRECT MARKS CERTIFICATE
TO THE COMPLAINANT'S SON BY THE BOARD OF
SECONDARY EDUCATION, KARACHI**

THE COMPLAINT

On 25.01.2024, Mian Sherzada filed a complaint against the Board of Secondary Education, Karachi, stating that his son had appeared in the 2021 matriculation examination and attempted all papers. However, when the marks certificate was issued, his son was incorrectly declared 'fail' in the Physics paper. Despite several visits to the Board's office, the issue remained unresolved. His son re-submitted the examination form and appeared in the 2023 examination, but the Board of Secondary Education, Karachi delayed issuing the new marks certificate. He, therefore, requested our intervention to resolve his grievance.

PROCEEDINGS

2. The complaint was referred to the Agency for a report, and hearings were scheduled. In response, the Acting Controller of Examinations, BSEK, through a letter dated 26.08.2024, reported that the complainant's grievance has been resolved and submitted the original marks certificate to the Regional Director, Korangi for onward delivery to the complainant.

3. The complainant appeared in person, received the original marks certificate under acknowledgment, and expressed gratitude to this office for resolving his grievance.

DECISION

4. Given the above, the complaint stands disposed of as redressed.

Given under my hand and seal of office



(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz: PAS
Ombudsman sindh

Karachi, dated the ^{05th} October, 2024