



## **DECISION**

Complaint No. : POS/CH/7927/KE-453/22

Name and Address of the Complainant : M/s. Jamal Roomi & Asma Jamal, R/o. S-1/479, Saudabad, Malir, Karachi.

Name of the Agency Complained against : School Education Department

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

Subject :-

**COMPLAIN AGAINST MANAGEMENT OF ARQAM PUBLIC SCHOOL WHICH ALLEGEDLY EXPELLED CHILDREN OF THE COMPLAINANTS FROM SCHOOL ON THE PRETEXT OF LATE PAYMENT OF FEE. BESIDES, PUNISHMENT OF "STANDING" AND TO SIT IN THE LIBRARY WERE ALSO IMPOSED.**

### **THE COMPLAINT**

M/s. Jamal Roomi and Asma Jamal, in their complaint dated 07.02.2023, stated that their two daughters, Humna Romi (Class VII) and Eshal Romi (Class III, Campus-VII), and their son, Muhammad Bilal Romi (Class VI, Campus-I), are students of Arqam Public School. They alleged that the school administration, citing non-payment of fees, expelled their daughters from the classroom and made them sit alone in the library until the end of the school day. Upon raising the issue with the administration, the treatment towards their children reportedly worsened, with their son also being prevented from attending classes and instead made to sit in the computer lab, library, or principal's office. When the complainants approached the school principal to discuss the matter, they were treated disrespectfully and forcefully removed from the premises. They claimed that their children had been enrolled at the school for nine years without any history of fee default, and on this occasion, they had only requested to pay two months' fees instead of three at once, which was refused. The school later on sent the children's School Leaving Certificates to their home via courier and expelled them in the middle of the academic year, potentially causing loss of their educational progress. Although a complaint was also submitted to the Education Department, no action has been taken against the school management to date. They, 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 after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency In response, the Deputy Director, School Education & Literacy Department, Directorate of Inspection & Registration of Private Institutions, Sindh, vide letter dated 11.04.2023, forwarded copy of para-wise comments by the Principal, Arqam Public School, through their letter dated 04.04.2023. The Principal, contended

**Contd.....**

(2)

that the complaint lodged by M/s. Jamal Roomi and Asma Jamal, parents of students Humna, Eshal, and Bilal Romi, was based on exaggerated and falsified claims. He categorically denied that non-payment of fees was the reason for the students' expulsion, asserting that Arqam Public School operates as a not-for-profit organization and routinely grants significant fee concessions to support underprivileged students. He acknowledged that reminders were sent after non-payment of fees for three consecutive months but maintained that the parents neither approached him for discussion nor expressed any intent to resolve the matter amicably. Instead, he claimed, they submitted another letter containing false allegations to the Secretary of the Education & Literacy Department.

3. The Principal further alleged that the complainants, particularly the mother, frequently entered his office unannounced, creating disturbances, making threats, and insisting that the children would neither pay fees nor leave the Institution before matriculation. He also referred to the father's earlier conduct, including launching a smear campaign on social media against the school. One of the social media posts was attached for reference. He recounted an incident where the mother allegedly chased him outside his office, made threats, and brought in an angry group of individuals who later calmed down upon hearing the school's version of events. Eventually, the situation escalated to a point where the complainants staged a sit-in outside the school, prompting police intervention. In the presence of the police, a meeting was held with the father, wherein it was mutually agreed that Termination Certificates would be issued, thereby closing the matter. The Principal emphasized that, despite the complainants' dissatisfaction with the school's education standards and teaching staff, they insisted on continuing without fee payment, leaving the school with no option but expulsion. He concluded by stating that the decision was taken under compelling circumstances and requested that the Office appreciate the difficult position faced by the school management.

4. The complainant, in his rejoinder dated 24.06.2023, refuted the contention of the school as completely false and fabricated and reiterated his earlier contention as advanced in his original memo of the complaint and urged for taking strict action against the management of the school.

5. Subsequently, the Director, Regional Directorate of Registration & Inspection of Private, Institutions Karachi Region School Education & Literacy Department, Government of Sindh vide letter dated 07.01.2025 stated that he called the administrator of the concerned school at his office and also contacted the complainant Mr. Jamal Roomi on his cell Number (0345-3930008) and enquired the matter personally. He further stated that complainant's kids, Muhammad Bilal Ahmed Roomi, Eshaal Roomi & Hamna Roomi are no more students of the said school, and left the school on 30.09.2022 (more than two years ago). These Kids are presently studying in Sun Rise School at Kala Board as informed by their father on telephonic conversation. The complainant's kids were also defaulter of the School Fee for three consecutive months July, August & September, 2022. The complainant also had conflict with the school administration that led to Saudabad Police Station for settlement as indicated in the previous correspondence by School Administration and application made to the Saudabad Police Station as well. The school faculty members also submitted their comments / Views whereby they refuted the

Contd.....

(3)

allegations leveled by the complainant. The Agency's report observed that most importantly, the complainant's kids are no more students of the said School since 2022, the complainant therefore did not have any stake in the case and requested that the case might be closed.

### **FINDINGS**

6. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The core grievance of the complainant pertains to the alleged mistreatment and subsequent expulsion of his children from Arqam Public School due to non-payment of fees. The complainant claims the children were humiliated and kept out of class, and that the school acted arbitrarily and harshly.
- ii. The school administration denied the allegations and asserted that the expulsion was not due to non-payment of fees but was the result of continuous misconduct by the complainants, extending threats, causing disruptions at school premises, and launching of a smear campaign by complainant against school on social media.
- iii. The Directorate of Inspection & Registration of Private Institutions confirmed through its inquiry that the complainant's children had already left the school on 30.09.2022, i.e. three months before filing present complaint and were enrolled elsewhere. Complainants were fee defaulters for July to September 2022. The matter had also reached the local police station for settlement, further indicating the breakdown of trust between both parties.
- iv. There is no evidence on record to substantiate the complainant's claims of unlawful expulsion or continued denial of educational rights to the complainant's children. Furthermore, the children were no longer students of the said school for over two years, and the complainant holds no existing academic relationship or stake in the Institution.

### **DECISION**

7. In view of the above, and in exercise of powers conferred upon me vide Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date), it is observed that the complainant's children were not even enrolled at Arqam Public School when such complaint was filed and were studying at another Institution. The grievance pertains to past events and did not disclose any ongoing act of maladministration requiring intervention under the law.

8. As the complainant no longer has a subsisting academic relationship with the Institution, and no actionable relief is warranted at this stage, the complaint is hereby disposed of accordingly.

*Given under my hand and seal of the office*



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

Karachi, dated 25-08- 2025