



DECISION

Complaint No. :

POS/138/2025/KC

Name and address
of the complainant :

Miss. Wardah Tahir,
R/o. House No. 1-H, 8/12, Nazimabad No. 01, Karachi.

Name of the Agency
complained against :

Board of Intermediate Education Karachi (B.I.E.K.).

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

INORDINATE DELAY IN VERIFICATION OF MARKS
SHEET (2022) BY B.I.E.K.

COMPLAINT

On 09.09.2025, Ms. Wardah Tahir submitted a complaint stating that she had applied on 08.08.2025 to the Board of Intermediate Education, Karachi (BIEK) for verification of her Intermediate (Pre-Medical) Marks Sheet (Annual-2022) and paid the requisite fee of Rs. 1,000/. She alleged that, despite repeated requests, the verification was not completed and no reason for the delay was communicated to her. She underlined that the verification was urgently required for her admission/scholarship in the University and the delay was putting her career at risk. She, therefore, sought our assistance for early resolution.

PROCEEDINGS

2. The complaint was examined and admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020). In view of the urgency involved, the Controller of Examinations, BIEK, was contacted on her cell phone on 17.09.2025 at about 10:45 a.m., and the relevant documents were sent to her WhatsApp number with the direction to respond immediately but no response was received.
3. Consequently, notice dated 17.09.2025 under Section 09(1) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was issued to the Agency. In response, the Controller of Examinations (Acting), BIEK, vide letter dated 18.09.2025, informed that the Marks Sheet, duly verified, had been handed over to the complainant on 18.09.2025.
4. The complainant, through her letter dated 19.09.2025, confirmed having received the verified Marks Sheet, expressed her gratitude to the Provincial Ombudsman Sindh for prompt action in resolving her grievance, and requested closure of her case.

FINDINGS

5. I have examined the case and proceedings, and observed that:
 - i. The delay in getting the Marks Sheet verified could have badly affected the complainant/student's educational career.

- ii. That such delay caused mental agony and distress not only to the complainant but also to her parents and family members.
- iii. That the delay amounts to maladministration and reflects a non-serious attitude on the part of the concerned officer(s)/official(s) of the Agency in dealing with an important and urgent matter.

DECISION

6. In view of the foregoing, and in exercise of powers conferred under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), I hereby direct the Chairman, Board of Intermediate Education, Karachi (BIEK), to take serious notice of the irresponsible conduct exhibited by the concerned officer(s)/official(s) of the Board.
7. The Chairman shall also ensure that prompt and expeditious action is taken in all such important and urgent matters, and further ensure that recurrence of such lapses is strictly avoided in future.
8. With the above directives, the complaint stands disposed of as redressed.

Given under my hand and seal of this office.

Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, the 17th October, 2025

