



## **DECISION**

Complaint No. : POS/KR-72/2025

Name and address of the complainant : Mr. Muhammad Yousuf,  
R/o. House No. C-116, 1<sup>st</sup> Floor, P&T Society,  
Korangi, Karachi

Name of the Agency Complained against : Board of Intermediate Education, Karachi (BIEK)

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **ALLEGED WRONG DECLARATION OF  
COMPLAINANT'S DAUGHTER AS 'ABSENT' IN  
PAKISTAN STUDIES PAPER EXAMINATION 2024.**

### **COMPLAINT**

Mr. Muhammad Yousuf submitted a complaint on 08.05.2025, alleging that his daughter had been wrongly marked as 'absent' in the Pakistan Studies examination 2024 by the Board of Intermediate Education. Upon obtaining the attendance sheet from the concerned examination centre, it was revealed that his daughter had, in fact, attempted the paper. However, when he presented this evidence to the Board of Intermediate Education Karachi (BIEK), he was informed that his daughter had actually failed to secure passing marks. He, therefore, sought the intervention of this office.

### **PROCEEDINGS**

2. The matter was referred to the Controller of Examinations, BIEK, with a request to provide a report and present the relevant answer script during the hearing scheduled on 14.05.2025. Subsequently, the Focal Person of BIEK informed via telephone that, due to the ongoing annual examinations, the Controller of Examinations was unable to attend the hearing. However, it was conveyed that the complainant had already received the original marks certificate, which confirmed that his daughter had been declared **successful** in the subject.
3. The complainant, through a letter dated 14.05.2025, confirmed that the issue has been resolved owing to the prompt intervention of the Ombudsman's office. He expressed his appreciation and gratitude for the effective redressal of the grievance.

### **FINDINGS**

4. It is evident that, as a result of this office's timely intervention, the BIEK took appropriate corrective action. The complainant acknowledged the resolution of the matter and expressed satisfaction and thanks for the assistance provided by this office.

### **DECISION**

5. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd /-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 30<sup>th</sup> May, 2025