



DECISION

Complaint No.	:	POS/5139/2023/HYD/310
Name and address of the complainant	:	Mr. Muhammad Fayyaz, Flat No. E-121, WAPDA Water Wing Colony, Hussain Hyderabad.
Name of the Agency Complained against	:	Board of Intermediate & Secondary Education (BI&SE) Hyderabad
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT REGARDING NON-CORRECTION OF SPELLING IN FATHER'S NAME IN THE ACADEMIC CERTIFICATES OF DAUGHTER OF THE COMPLAINANT

Complaint

Mr. Muhammad Fayyaz filed an online complaint dated 25.06.2023 wherein he stated that his daughter, named Muqadas Gul qualified the SSC (Annual Examination 2019) and HSC (Annual Examination 2021) wherein the name of her father has been wrongly written in Pacca Certificate as "Muhammad Fiaz" instead of correct spelling "Muhammad Fayyaz". He approached the agency for correction of his name in the Certificates of her daughter but to no avail. Being aggrieved, 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) subject to submission of mandatory documents and by condoning the delay.

3. This office issued a notice dated 04.08.2023 to the Controller of Examinations, BI&SE, Hyderabad for report, followed by reminders. The Controller of Examinations, BISE Hyderabad informed vide letter dated 08.11.2023 that the request of the complainant will be considered subject to submission of correction in the spelling of father's name at respective Institutions and recommended by Director, School Education Hyderabad.

4. A copy of agency's report was communicated to the complainant for rejoinder vide letter dated 22.11.2023, followed by multiple reminders but he did not respond.

Decision

5. 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 on account of non-prosecution.

Given under my hand and seal of the office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi dated 29 August, 2025