



## DECISION

POS/57/2025/SGR-78

Complaint No.:

Name and address  
of the complainant :

Mr. Manzoor Ali, S/o Bahram Khan,  
R/o Area Jalalani Paro Jhol, Taluka Sinjhoro,  
District Sanghar

Name of the Agency  
Complained against :

Board of Intermediate & Secondary Education,  
Mirpurkhas, Sindh

Name & Designation of  
Investigating Officer :

Ghulam Shabir Memon,  
**Regional Director, Sanghar**

Subject :-

Syed Hashim Raza Zaidi  
**Advisor-S**

### REQUEST FOR ISSUANCE OF PACCA CERTIFICATE OF HSC-II TO THE COMPLAINANT'S SON.

#### THE COMPLAINT:

Mr. Manzoor Ali S/o Bahram Khan filed a complaint on 22.04.2025 against the Board of Intermediate & Secondary Education (BISE), Mirpurkhas regarding the prolonged delay in the issuance of *Pacca Certificate* of HSC-II to his son which he successfully completed in the year 2019. He stated that despite repeated visits and persistent efforts over the past several years, his request has not been entertained, causing him significant inconvenience. He has approached this institution for the issuance of certificate of his son.

#### PROCEEDINGS:

2. The complaint was admitted under *Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date)*, after receiving mandatory *Affidavit on Form "A"* and other relevant documents.
3. This office issued notice to Controller of Examination, BISE, Mirpurkhas vide this office letter dated 06-5-2025 for report. In response, he in his report dated 23-5-2025 submitted that original *Pacca Certificate* of HSC-II of complainant's son has been issued.
4. Meanwhile, the complainant appeared on 30-07-2025, confirmed receipt of the *Pacca Certificate* from BISE, Mirpurkhas for the Annual Examination 2018. A photocopy of the certificate is available in the file. The complainant conveyed sincere appreciation to this Institution for resolving his grievance and formally requested the closure of further proceedings on the complaint.

#### FINDINGS:

5. On the intervention of this Institution, the agency has redressed the grievance of the complainant.

#### DECISION:

6. In view of the above, in exercise of powers vested in me under *Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date)*, the complaint is disposed of as redressed.

*Given under my hand and seal of the office.*



*Sd/-*  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz; PAS  
Ombudsman Sindh,  
Karachi, dated 18<sup>th</sup> Sept. 2025