

DECISION

Complaint No. : POS/462/KHE-36/23

Name and Address of the Complainant : Ms. Shagufta Ali d/o Ali Dino, House No. 251, Street No. 12, Main Bazar, Bhittaiabad, Karachi.

Name of the Agency Complained against : School Education Department

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

Subject :- **ALLEGED DELAY IN APPOINTMENT OF THE COMPLAINANT AS PST THOUGH SHE HAD PASSED THE IBA TEST AND STOOD AT SR. NO. 3, OF TENTATIVE MERIT LIST FOR FEMALE PSTs DISTRICT MALIR, KARACHI.**

THE COMPLAINT

Ms. Shagufta Ali in her complaint dated 16.01.2023 stated that she passed the recruitment test conducted by the IBA Sukkur for the post of Primary School Teacher under Seat No. 21910876. Consequently, her name appeared at Serial No. 03 in tentative merit list for Malir Town (Female) District Malir Karachi. However, she did not receive her offer letter from the department, while all other qualified female candidates received such letters and joined their duties more than two months ago. She stated that she enquired the office of DEO District Malir, but the staff flatly denied to have received any of her application and even the DEO rudely asked her to get off from the office. She stated that, she again sent her application to the office of DEO Malir through TCS, but no response was received from DEO Malir. Whereupon, she conveyed her grievance to Secretary School Education Sindh through TCS but that too was not responded. She stated that, she also sent e-mails to Secretary School Education Sindh and Chief Secretary Sindh for consideration of her case and for issuance of directives to concerned officials for resolving the matter. However, no response was received from any one. She thus sought intervention of this office to get the offer letter issued for her appointment as PST.

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, Deputy Director, Litigation, Directorate of School Education Primary, Karachi vide letter dated 28.08.2023, reported that the DEO/Chairman District Selection Committee has informed that the complainant first produced fake domicile/PRC&D of District Malir and later furnished other domicile / PRC-D of District East, but after the cut-off date. Resultantly, the District Selection Committee did not consider her case.

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3. In order to investigate the matter in detail, the investigating officer heard the case on different dates and the Agency was sensitized that the address of complainant was same in all the domicile/PRC issued from the office of Deputy Commissioner, Malir and was also verified by the certificate issued by the Mukhtiarkar. Incidentally, complainant's own real sister, who also qualified the test and possessed similar documents, having same address was appointed as PST.

4. The investigation officer kept pursuing the matter with the Agency, to get the wrong corrected. Subsequently, the complainant vide letter dated 31.07.2024, confirmed that she has been appointed as JEST (BS-14) w.e.f 24.05.2024 and joined her duties the same day. She extended gratitude to this Institution for intervention and appreciated the keen efforts of the Ombudsman Office.

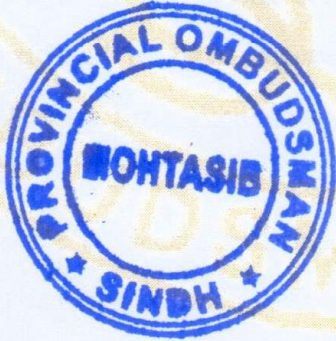
FINDINGS

5. As a result of timely intervention and constant pursuance by this institution, complainant's grievance has been resolved.

CONCLUSION

6. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 28th August, 2024