



## **DECISION**

**Complaint No.** : **POS/4402/2024/J-33.**

**Name and address of the complainant** : Mr. Fateh Muhammad, R/o. House No.229/8, Rexer Lane, Hassan Auliya, Near Old Golimar, Karachi.

**Name of the Agency Complained against** : School Education & Literacy Department.

**Name & Designation of Investigating Officer** : Mr. Ghulam Sarwar, Advisor-J

**Vetted by** : ALLEGED DELAY IN ISSUANCE OF OFFER LETTER FOR THE POST OF JUNIOR ELEMENTARY SCHOOL TEACHER (JEST) TO THE COMPLAINANT'S DAUGHTER FATIMA FOR WHICH DRC WAS HELD ON 30.04.2024.

**Subject** : ALLEGED DELAY IN ISSUANCE OF OFFER LETTER FOR THE POST OF JUNIOR ELEMENTARY SCHOOL TEACHER (JEST) TO THE COMPLAINANT'S DAUGHTER FATIMA FOR WHICH DRC WAS HELD ON 30.04.2024.

### **THE COMPLAINT**

Mr. Fateh Muhammad, filed an online complaint on 24.09.2024 alleging non-issuance of offer order for the post of Junior Elementary School Teacher (JEST) to his daughter Fatima for which DRC was held on 30.04.2024 and her name stood at S.No.30 in merit list. He added that they completed all the required formalities, but offer letter has not been issued to his daughter despite their multiple visits to the office of concerned District Education Officer and lapse of more than four months. He, therefore, solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of Office of Ombudsman for the Province of Sindh Act 1991 (amended up-to-date) by condoning the delay in filing it and subject to submission of original signed complaint addressed to Provincial Ombudsman Sindh, copies of relevant documents, copy of CNIC and an Affidavit on Form "A".

3. After completing codal formalities, the matter was taken up with the Director (HR), School Education & Literacy Department, Government of Sindh, Karachi and the Director School Education (ES & HS), Karachi vide letter dated 05.12.2024 for comments. While the case proceeding were underway, an application dated 12.12.2024 was received from the complainant's daughter Fatima, stating therein that an offer letter for the post of JEST (BPS-14) was issued to her and she requested to close her case.

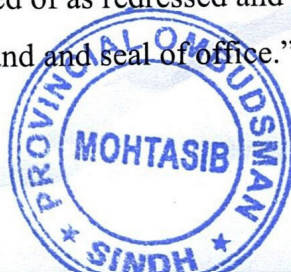
### **FINDINGS.**

4. On the intervention of this Institution, the grievance of the complainant has been redressed.

### **DECISION**

5. The complaint is disposed of as redressed and consigned to record.

"Given under my hand and seal of office."



**Sd /-**

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 20<sup>th</sup> March, 2025.