



DECISION

Complaint No.	: POS/2857/2025/HYD/389
Name and address of the complainant	: Mr. Hussain Bux Korejo, R/o District Matiari, Email:hussainbuxkorejo@gmail.com
Name of the Agency Complained against	: Directorate of Private Schools, 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 CHARGING OF UNJUSTIFIED FEES FOR ISSUING SCHOOL LEAVING CERTIFICATES BY EDUCATORS PRIVATE INSTITUTION

Complaint

Mr. Hussain Bux Korejo filed an online complaint dated 06.05.2025 wherein he stated that the quality of teaching is very poor at a Private Institution of the Educators School Matiari despite charging tuition fees of Rs.4000/- per month. Due to poor standard of teaching, he requested Mr. Adnan Lodhi Principal / owner of the Educators School Matiari for issuing school leave certificates of his 03 children. He was advised to pay Rs.4,000/- per child for issuing school leaving certificates. 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 26.05.2025 to the Regional Director, Private Institutions Hyderabad and Principal of the Institution for report, who informed vide letter dated 02.06.2025 that the complainant is a defaulter in payment of tuition fees of his children since last 3-4 months. The complainant has submitted an application for issuing School Leaving Certificates on 10th April 2025 and a challan was issued to him for payment of outstanding tuition fees.
4. The Director, Private Institutions, Hyderabad informed vide letter dated 05.06.2025 that School Leaving Certificates have been issued to the complainant and dues have been cleared.
5. The reports of the agencies were sent to the complainant for rejoinder vide letter dated 08.07.2025, who informed vide letter dated 10.07.2025 that his grievance has been amicably resolved. He requested to close further proceedings on his complaint.

Findings

6. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

7. 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 redressed and disposed of accordingly.

Given under my hand and seal of the office

Sd/-

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



Karachi dated 17th October, 2025