



## **DECISION**

Complaint No. : POS/09/2024

Name and address of the complainant : Mr. Abdul Qayoom, R/o Village Tajo Panhwar Phulji, Taluka Mehar, District, Dadu.

Name of the Agency Complained against : Education Department.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah, Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui, Advisor-B

Subject : **DELAY IN CORRECTION OF COMPLAINANT'S SURNAME IN ACADEMIC RECORD.**

### **THE COMPLAINT**

Mr. Abdul Qayoom, filed a complaint dated 17, April, 2024, stating that Education Department is inordinately delaying the correction of his surname which is written in his academic documents erroneously as Panhwar whereas his caste is Soomro. The complainant approached the authorities concerned to rectify the anomaly but to no avail. Being aggrieved with the non-cooperative attitude of the concerned authorities, the complainant has requested for intervention of this Institution.

### **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 up to date) after receiving mandatory Affidavit on Form 'A' and other relevant documents and by condoning the delay.

3. The matter was taken up with the Agency vide letter dated 08 May, 2024. In response, Controller of Examination Board of Intermediate & Secondary Education Hyderabad vide letter dated 14 November, 2024, informed that complainant has not applied for the correction of his surname in writing therefore it was not possible for the agency to do the needful. Nevertheless, agency has directed the complainant to submit the relevant documents enabling it to correct his surname in the documents.

### **REJOINDER**

4. The agency report was sent to the complainant for rejoinder vide letter dated 11 December, 2024, followed by multiple reminders, however, complainant has not responded to date.

### **FINDINGS**

5. Perusal of the record revealed that the complainant is not interested in pursuing the case.

### **DECISION.**

6. In view of the above and in exercise of powers vested in me under Section-10 of Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of and consigned to record, on account of non-prosecution by the complainant.

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



**Sd /-**  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz : PAS  
Ombudsman, Sindh  
Karachi, dated: 11<sup>th</sup> March, 2025