



## **DECISION**

Complaint No. : POS/566/KE-24

Name and Address of the Complainant : Mr. Nasir Mehmood, R/o. House No. 52-B, Sindhi Muslim Cooperative Housing Society, Karachi.

Name of the Agency Complained against : Board of Secondary Education Karachi

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

Subject :-

**ALLEGED INACTION ON APPLICATION MADE TO BSEK FOR ISSUANCE OF CORRECTED MARK SHEET AS PER AGGREGATE TOTAL MARKS OF 10 PAPERS UNDER 2024 MARKING SCHEME(ACTUAL MAXIMUM MARKS) INSTEAD OF SSC EXAMINATION-2021.**

### **THE COMPLAINT**

Mr. Nasir Mehmood in his complaint dated 12.12.2024 stated that his daughter Hajra Ahmed passed her SSC Examination Science Group in 2021 and subsequently, appeared in SSC Annual Examination in 2024 under improvement of Grade. She was allowed permission by the Board of Secondary Education Karachi to appear in 10 papers which were based on Examination scheme of 2021. On 18.11.2024 Board authorities issued first complete Marks Sheet of 2024 of his daughter. While checking the mark sheet he found that maximum marks of 10 papers were shown correctly as per actual maximum marks per papers but aggregate total of these were shown as 1100 marks whereas actual marks come to 800.

2. Being disagreed, complainant submitted an application on prescribed performa to BSEK along with original mark sheet dated 18.11.2024 for correction of aggregate maximum marks total of 1100 marks and related overall secured marks percentage in the mark sheet. However when he received the revised mark sheet dated 20.11.2024 he found that instead of correcting the mistakes BSEK changed the maximum actual marks of 10 papers of 2024 exams with maximum marks per paper of 2021 SSC Exam and shown aggregate total of 10 papers as per maximum marking plan of 2021 mark sheet instead of actual maximum marks total of 800 marks of 10 papers. The complainant stated that this act of the Board was beyond comprehension and it needs to be reviewed and corrected. However, the board didn't issue him corrected mark sheet. He, therefore, solicited intervention of this office in the matter.

### **PROCEEDINGS**

3. After admission of complaint 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 the BSEK issued corrected/revised mark sheet in favour of complainant's daughter on 06.05.2025.

Contd.....



(2)

4. Subsequently, the Investigating Officer called the complainant on 07.05.2025 to receive original mark sheet. The complainant filed his statement stating that he is satisfied with the corrections made in the mark sheet by BSEK. He extended gratitude to this office for support and coordination to resolve his concern.

**FINDING**

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

**CONCLUSION**

6. In view of above, 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 01-07-, 2025**

