



DECISION

Complaint No. :

POS/2280/KE/158/2024

Name and Address
of the Complainant :

Syed Muhammad Sibtain Rizvi, House No. C-89,
Billy's Homes, Main Universtiy Road, Karachi.

Name of the Agency
Complained against :

Sindh Board of Technical Education (SBTE), Karachi

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**COMPLAINT REGARDING UNJUST
REJECTION OF THE COMPLAINANT'S
REQUEST FOR CORRECTION OF RESULT
AS HE WAS DECLARED ABSENT IN ALL
THE PRACTICAL EXAMS.**

THE COMPLAINT

Syed Muhammad Sibtain Rizvi, in his complaint dated 30.04.2024, stated that despite submitting an enquiry form on 29.11.2023 and making several visits to the Examination Branch – SBTE and the Controller of Examinations Office, his matter of marking him absent in GEN 311 (Theory and Practicals) has remained unresolved. He stated that the Scrutiny Committee rejected the theory case due to a missing written copy despite recorded attendance, and the practical exam due to missing stamps and signatures on the result sheet. He claimed that these issues were not due to his fault. He further alleged that a staff member demanded bribe for resolving the matter, which he refused, and asserted that his attendance sheet was tampered with. He, therefore, solicited intervention of this office in the matter.

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, the Controller of Examinations, Sindh Board of Technical Education, Karachi, vide letter dated 29.10.2024, submitted that the grievance raised by the complainant had already been addressed in accordance with applicable rules and regulations. It was stated that the complainant had later chosen the appropriate course of action and appeared in the examination held in 2024 under Roll No. 32556, in which he was declared successful. A copy of the relevant result extract was also enclosed for reference.

3. The agency denied the allegations of demanding bribe, as made in the complaint, terming it false, baseless, and motivated by *malafide* intent. Agency asserted that the complainant, in connivance with his institute, committed irregularities by not appearing in the examination, while fraudulently marking himself present through a forged signature on the attendance sheet. The said signature, according to the agency, did not match with other official records. Based on this forged attendance, the complainant filed a scrutiny form which was duly placed before the

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Scrutiny Committee. However, the Committee found no merit in his claim, particularly as the relevant answer script was also not received from the examination centre, making the award of marks impossible. The agency further alleged that the complainant sought to exert pressure on senior officials to obtain average marks, and an apology letter submitted by him was cited as evidence of implicit admission. It was further submitted that the Board reserves the right to take disciplinary action, including cancellation of registration, for any fraudulent act. Copies of relevant documentary evidence were annexed. The agency concluded by stating that the complaint lacks merit, as all officials acted in accordance with their duties, but expressed readiness to comply with any directive issued by this Hon'ble Forum.

4. In order to sort out the issue, the Investigating Officer fixed the case for hearing on 05.12.2024, which was attended by Mr. Faheem, Law Officer, and the complainant. The Agency's representative explained that a consolidated mark sheet could not be issued, while the complainant insisted on an enquiry into the paper in which he was marked absent in DAE 3rd Year, although he claimed to have appeared in the said paper. The Agency was of the view that the complainant's grievance became infructuous *ab initio*, as he preferred to appear in the subsequent examination and was declared successful; thus, the matter stood resolved.

5. Complainant vide his rejoinder dated 19.12.2024 stated that despite repeated submissions of all relevant mark sheets along with receipts, his enquiry forms remain unprocessed and he has yet to receive his Consolidated Mark Sheet. He requested the Sindh Board of Technical Education to provide copies of enquiry reports, date sheets, attendance sheets, and extract results related to his Second Year (Roll No. 67235, 2022), Third Year (Roll No. 40416, 2023), Second Year Reattempt (Roll No. 98586, 2024), and Third Year Reattempt (Roll No. 32556, 2024) examinations, both old and new. The complainant urged the concerned authorities to expedite the process and furnish these documents so that he may effectively pursue his case.

6. Another hearing was fixed on 17.02.2025, attended by Mr. Faheem, Law Officer, and the complainant. The complainant insisted that his issue has remained unresolved as he had not been issued with the marks statement for the 2nd Year and was shown as failed. He was advised that his original grievance regarding the absence recorded in one paper of GEN 311 (Theory and Practical) had been addressed. He was further informed that he needs to file a fresh complaint concerning his other unresolved issue.

FINDINGS

7. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The complainant's grievance regarding absence in GEN 311 (Theory and Practical) has been resolved as he appeared in the subsequent 2024 examination and was declared successful.
- ii. The agency refuted allegations of forgery and misconduct, while the complainant alleged administrative lapses and tampering of attendance records; however, no conclusive evidence was presented.

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DECISION

8. In view of above, the complaint is disposed of as redressed. The complainant is advised to file fresh complaints for any unresolved matters. The Sindh Board of Technical Education is directed to promptly process all pending enquiry forms and provide the complainant all requested documents. The agency is further directed to handle such matters with utmost diligence and care to ensure that no student faces similar difficulties in the future.

Given under my hand and seal of the office

Sd /-

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

Karachi, dated 25-08-2025

