



DECISION

Complaint No. : POS/70/2024/SGR-183

Name and address of the complainant : Mr. Raza Muhammad, S/o. Dhani Bux Dahri, R.O, Village Union Council Shahmoon, P/o. 166, Taluka Sinjhor, District Sanghar.

Name of the Agency Complained against : Board of Intermediate & Secondary Education, Shaheed Benazirabad.

Name & Designation of Investigating Officer : Ghulam Shabir Memon, **Regional Director, Sanghar**

Vetted by : Syed Hashim Raza Zaidi **Advisor-S**

Subject : **REQUEST FOR ISSUANCE OF PACCA CERTIFICATE OF H.S.C PART-II ANNUAL EXAMINATION 2021, (PRE-MEDICAL).**

THE COMPLAINT:

Mr. Raza Muhammad, S/o. Dhani Bux, submitted a complaint on 19-11-2024 against the Board of Intermediate & Secondary Education (BISE), Shaheed Benazirabad, regarding the delay in issuance of Pacca Certificate of HSC Part-II, Annual Examination 2021, (Pre-Medical) under seat No. 79036. He has approached this Institution, seeking intervention for the prompt resolution of his grievance and the issuance of his certificate.

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 upto date)*, after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued notice to Controller of Examination, BISE, Shaheed Benazirabad vide this office letter dated 11-12-2024 for report, with the directions to redress the grievance of complainant. In response Controller, BISE, Shaheed Benazirabad issued and sent the Pacca certificate to this office on 21-05-2025.
4. Meanwhile, the complainant was called to receive the Pacca certificate from this office on 27.05.2025. The complainant received the certificate and conveyed sincere appreciation to this Institution for resolving their grievance and formally requested the closure of any further proceedings on the complaint.

FINDINGS:

5. On the intervention of this Institution, the agency has redressed the grievance of the complainant.

DECISION:

6. In view of the above, in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), 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 3rd July, 2025