



## **DECISION**

**Complaint No.** : POS/9548/ROJ-257(JBD)/2023

**Name and address of the complainant** : Mr. Fayyaz Ahmed Brohi, r/o Channa Mohallah, Jacobabad.

**Name of the Agency Complained against** : 1. SIBA Testing Service  
2. Police Department

**Name & Designation of Investigating Officer** : Mr. Zahid Hussain Buriro  
Director Regional Office Jacobabad

**Vetted by** : Advisor-M Mir Hussain Ali

**Subject** : COMPLAINT AGAINST POLICE TRAINING CENTER LARKANA AND SIBA TESTING SERVICE FOR NOT ALLOWING COMPLAINANT AND OTHER CANDIDATES TO APPEAR IN PHYSICAL TEST.

### **Complaint:**

Mr. Fayyaz Ahmed Brohi filed his complaint dated 16.11.2023 against the Principal, Police Training Center, Larkana and the Director SIBA Testing Service, IBA, Sukkur, for not allowing the complainant and some other candidates to appear in the physical test, as their finger prints were not being accepted by the biometric machine. He therefore requested this Institution to intervene in the matter.

### **Proceedings:**

2. The complaint admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was referred to the concerned agencies for comments. In response, the DSP/Principal Police Training School Larkana vide his office letter No. C.C/PTS/654-55/2024 Larkana dated 12.1.2024 reported that the process of physical test i.e. measurements and endurance test were conducted under the supervision of the DIGP Larkana Range from 14.11.2023 to 17.11.2023 at PTS, Larkana, and the results of this test were prepared by the DIGP Larkana Range and SIBA Testing Service Sukkur. The matter was accordingly taken up with the DIGP Larkana as well as Director (SIBA) IBA University Sukkur for comments. In response, the Director SIBA Testing Service, vide his office letter No. STS/SEC/1402/24 dated 23.2.2024 intimated that they have an online applying system for candidates, on which Mr. Fayyaz Ahmed Brohi had applied by submitting his data for the post of Police Constable in Sindh Police (SPU) CPEC Project. Further, the applicant also appeared in the written test conducted on 17.9.2023 for Police Constables. The SIBA Testing Services are only engaged to conduct the written test and to announce the results, whereas the physical test is carried out by the Sindh Police and SIBA Testing Service facilitates them in biometric verification. He further stated that the biometric devices of SIBA Testing Services are of the best quality and are also linked with NADRA. According to instructions from Sindh Police no candidate was allowed to appear in physical test without biometric verification. Therefore, all candidates went through this process of biometric verification and those candidates whose finger prints did not match were placed in the category of impersonation i.e. they were appearing in the test for some other person.



3. The report of agency was sent to the complainant on his address through ordinary post as well as registered post A.D., vide this office letter dated 27-2-2024 followed by series of reminders, but the complainant did not respond till the last date of hearing i.e. 7.8.2024. He was also contacted on his mobile phone but there was no response.

**Finding:**

4. The complainant does not seem to be eager to pursue his complaint, as he is not responding to letters from the Regional Director, Jacobabad.

**Decision:**

5. In view of the above the complaint stands disposed of and consigned to record.

“Given under my hand and seal of office”

**- Sd \-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 29<sup>th</sup> November, 2024

