



## DECISION

Complaint No. : POS/TTA/66/2025

Name and address of the complainant : Mr. Hyder Ali Shah s/o Abdullah Shah,  
R/o Village Ghulam Muhammad Shah, P.O. Bijora,  
District Thatta

Name of the Agency Complained against : Board of Intermediate & Secondary Education,  
Hyderabad

Name & Designation of Investigating Officer : Mr. Haroon Ahmed Khan,  
Regional Director, Thatta

Vetted by : Mr. Shahid Ahmed Hashmi,  
Consultant-Legal

Subject : WITH HOLDING OF COMPLAINANT'S RESULT BY  
BISE HYDERABAD, WHO APPEARED IN HSC PART I  
& II IN THE YEAR 2021 & 2022.

### THE COMPLAINT:

Mr. Hyder Ali Shah s/o Abdullah Shah filed a complaint dated 05.03.2025 against BISE Hyderabad for withholding of his result and non-issuance of Marks Sheet of Annual Examinations of HSC Part I & II conducted in 2021 & 2022. He approached the concerned Controller of Examinations but to no avail. Hence, he sought intervention of this Institution.

### PROCEEDINGS:

2. The complaint was admitted. Notice was issued. The Controller of Examination, BISE Hyderabad vide report dated 02.06.2025 informed about the reason of complainant's withheld result. According to the report, the complainant did his Matriculation from Allama Iqbal Open University (AIOU), Islamabad and without obtaining Eligibility Certificate from AIOU, he appeared in examinations of HSC I & II from Government Boys Degree College Thatta, for which he was *provisionally* allowed to take part in examination to save his precious academic year, but despite allowing such concession, he didn't submit Eligibility Certificate, a requirement under the law in cases where one gets education from another Board and wants to continue further education from different Board. As per report, the issuance of result in such case is contingent upon submission of the Eligibility Certificate issued from previous Board.

3. The copy of Agency's report was supplied to the complainant with the direction to complete the codal formalities without delay. In response, the office was informed by him about following the advice and submission of the required document with BISE Hyderabad. Resultantly, the result was released and Marks Sheet issued to the complainant by BISE Hyderabad. Resolution of grievance was confirmed by the complainant vide his letter of thanks dated 25.09.2025.

### FINDINGS:

4. Since, withholding of result was not found to be based on maladministration; rather it was pending due to non-submission of the Eligibility Certificate. Therefore, just upon receipt of long awaited document, the withholding result has been issued by the Agency with Marks Sheet to the complainant.

(2)

**DECISION:**

5. The complaint is therefore disposed of as redressed.

*“Given under my hand & seal of office”*



*Sd/-*  
(MUHAMMAD SOHAIL RAJPUT)  
*Sitara-e-Imtiaz*, PAS  
Ombudsman Sindh  
Karachi, Dated **7<sup>th</sup>** October, 2025

