



DECISION

Complaint No. : POS/33/2025/SGR-53

Name and address of the complainant : Mr. Ahmed Niaz, S/o. Niaz Ahmed,
R.O, House No. 285, Model Town Phase-II,
District Sanghar.

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

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 FOR HSC-II EXAMINATION YEAR 2019.**

THE COMPLAINT:

Mr. Ahmed Niaz, S/o. Niaz Ahmed, submitted a complaint on 17-03-2025 against the Board of Intermediate & Secondary Education (BISE), Mirpurkhas, regarding delay in issuance of Pacca Certificate of HSC-II 2019 examination under Seat No. 123025. He has approached this Institution, seeking intervention for issuance of 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 Examinations, BISE, Mirpurkhas vide this office letter dated 22-04-2025 for report, with the directions to redress the grievance of complainant. In response, Controller of Examinations, BISE, Mirpurkhas sent the Pacca Certificate of the complainant to this office on 30.05.2025.
4. Meanwhile, the complainant appeared on 02.06.2025, received his certificate and conveyed sincere appreciation to this Institution for resolving his 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 and 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