



DECISION

Complaint No.	: POS/RN/74/2025/NWS-74.
Name and address of the complainant	: Mr. Jamshed Ali s/o Saifal Khan Zardari, Village Saifal Khan Zardari, 9 Noor Bhoora, Post Office Sakrand, Taluka Sakrand, District Shaheed Benazirabad.
Name of the Agency Complained against	: BISE Shaheed Benazirabad / College Education.
Name & Designation of Investigating Officer	: Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.
Vetted by	: Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.
Subject	<u>NON-ISSUANCE OF PAKKA PASS CERTIFICATE TO THE COMPLAINANT DESPITE LAPSE OF FOUR YEARS BY THE BISE, SHAHEED BENAZIRABAD.</u>

THE COMPLAINT:

Mr. Jamshed Ali filed a complaint dated 12.05.2025 wherein he stated that he had passed HSC (Pre-Engineering) under the seat No. 51125, in the year 2021 from the Board of Intermediate & Secondary Education, Shaheed Benazirabad but after lapse of four years the requisite Certificate has not yet been issued. Being aggrieved, he had frequently approached the concerned Agency for issuance of Pakka Certificate of HSC but to no avail. Aggrieved by that, he solicited intervention of this Institution.

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 up to date), after receiving copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice to the Controller of Examination, Board of Intermediate & Secondary Education, Shaheed Benazirabad for seeking report vide letter dated 13.05.2025. In response, he informed vide letter dated 21.05.2025 that Pakka Certificate of the complainant is ready and he can get the same after proper identification.
4. The Agency's report was shared with complainant for filing rejoinder on 26.05.2025. The complainant appeared before the Investigation Officer, Shaheed Benazirabad on 03.06.2025 and filed written statement of the date that his grievance been redressed and expressed thanks to this Institution.

FINDINGS:

5. On the intervention of this Institution, the grievance of complainant has been resolved, therefore, complaint stand redressed.

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), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 8th October, 2025