



DECISION

Complaint No. : POS/1324/RL-100(LKA)2025

Name and address of the complainant : Mr. Muhammad Saffar Memon R/o Police Line VIP Road Larkana.

Name of the Agency Complained against : (i) Director Inspection & Registration of Private Institutions Larkana.
(ii) Principal, Educators School System, Larkana.

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani,
Director, Regional Office Larkana.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST EDUCATORS SCHOOL SYSTEM LARKANA ALLEGING FAILURE TO RETURN THE DEPOSITED FEES TO THE COMPLAINANT.**

COMPLAINT

Mr. Muhammad Saffar Memon filed an online complaint dated 20.02.2025 wherein he stated that he had enrolled his three children at the Educators School System Larkana and deposited total fees, amounting to Rs.42,600/- in September 2024. He is a Sub-Inspector in Sindh Police and has been transferred to Karachi. He requested the school administration to return the school fees due to shifting of family to Karachi but the Principal of the school refused. 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 mandatory Affidavit on Form "A", copy of CNIC and by condoning the delay.
3. This office issued a notice to the Director, Inspection and Registration of Private Institutions and Principal Educators School System Larkana for report vide letter dated 25.03.2025. In response, the Director, Inspection and Registrations of Private Institutions Larkana informed vide letter dated 28.04.2025 that the management of The Educators School System Larkana has returned Rs. 25,000/- to the complainant and enclosed the copy of the said cheque.
4. The complainant appeared before Investigation Officer Larkana on 30.04.2025 and filed a written statement wherein he confirmed that the matter has been amicably settled as Educators School System has returned the fees and he has received a cheque, amounting to Rs.25000/-. His grievance stands redressed and he requested to close further proceedings on his complaint.

FINDINGS

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

Continued.....P/2

DECISION

6. In view of the above and in exercise of powers vested in me under section 11 of 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 14th June 2025

