



DECISION

Complaint No. : POS/77/2024/SGR-192

Name and address of the complainant : Mst. Wirda Irshad D/o. Mohammad Irshad,
R/O Royal City Housing, House No B-4, Sanghar.

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

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 PART-II ANNUAL EXAMINATION 2019.**

THE COMPLAINT:

Ms. Wirda Irshad D/o Mohammad Irshad filed a complaint dated 27-11-2024, against Board of Intermediate & Secondary Education, Mirpurkhas, wherein, she alleged non-issuance of Pacca certificate passed in HSC-Part-II Annual Examination 2019 from Mirpurkhas. Aggrieved by that, he solicited the 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 upto date)*, after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued a notice to the Controller of Examinations, BISE Mirpurkhas, vide letter dated 09.12.2024, directing him to submit a report on the matter. The case was heard on 28.01.2024 when the Controller of Examinations, BISE Mirpurkhas, submitted a report dated 21.01.2025. In his report, he stated that the candidate, Miss Wirda Irshad, D/o Mohammad Irshad (Seat No. 124508, Certificate No. 026419), has been issued the required certificate. A photocopy of the Pacca Certificate is available in the file for reference.

4. Meanwhile, on 28.01.2025, both, the father of the complainant and the Agency representative appeared. The Agency submitted the Pacca Certificate of the complainant, which was duly handed over to the father of the complainant. The Father of the complainant, submitted a written statement on behalf of complainant confirming that he had received the Pacca Certificate from BISE Mirpurkhas. He expressed his gratitude to the Institution for addressing his grievance and requested the closure of further proceedings on the complaint.

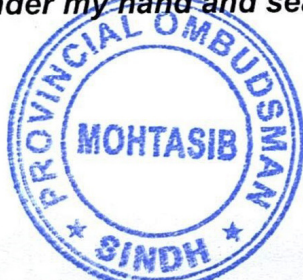
FINDINGS:

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

DECISION:

6. In view of the above, 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 March, 2025
20th