



DECISION

Complaint No. : **POS/7943/2022/B-89/J**

Name and address of the complainant : Miss. Madiha Anis, R/o. R-155, Block-D, TP-2, KDA Mehmoodabad No.02, Karachi.

Name of the Agency Complained against : **School Education and Literacy Department.**

Name & Designation of Investigating Officer : Muhammad Misbah Tunio
Advisor-J

Vetted by :

Subject : **COMPLAINT AGAINST PRINCIPAL PARAGON PUBLIC SCHOOL, PECHS, WHO INSTEAD OF ALLOWING YOUNGER SISTER OF COMPLAINANT TO ATTEND THE SCHOOL TWO DAYS A WEEK DUE TO HER HEALTH ISSUE ALLEGEDLY REFUSED TO SUBMIT HER MATRIC EXAMINATION FORM TO BOARD OF SECONDARY EDUCATION, KARACHI.**

THE COMPLAINT

Miss. Madiha Anis, filed an online complaint on 10.12.2022, wherein she stated that her younger sister Sana Anis was studying in Matric at Paragon Public School PECHS, Karachi and she was heart patient. Due to poor health, her sister Sana Anis was not in a position to attend the school regularly. She approached the Principal and Management of the School on multiple times and submitted an application to allow her sister Sana Anis to attend the school two days a week due to her health issue, but the behaviour of the Principal was harsh, rude and she refused to submit Matric Examination Form of her sister Sana Anis to the Board of Secondary Education (BSE), Karachi. She, therefore, solicited intervention of this Institution.

PROCEEDINGS.

2. The complaint was admitted under Section 10 of the Establishment of Office of Ombudsman for the Province of Sindh Act 1991 (amended up-to-date) after condoning the delay.

3. The matter was taken up with the Agency vide letter dated 04.01.2023 for comments. In response, the Deputy Director, Inspection & Registration of Private Institutions Sindh, Karachi vide letter dated 16.01.2023 forwarded reply of Principal, Paragon Public School, PECHS, Karachi dated 11.01.2023, which revealed that the complainant's sister Sana Anis was informed to attend Term Examinations, Mock Examination, Prelims and to attend the school at least two days a week. But unfortunately she did not comply with those directions.

4. A copy of the Agency's report dated 16.01.2023 was sent to the complainant vide letter dated 24.01.2023 for her rejoinder, but no response was received from her despite issuance of multiple reminders including Final Reminder issued on 02.10.2024.

DECISION.

5. Under the circumstances, since the complainant seem to have lost her interest to pursue her complaint, I, therefore, 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 (amendment up-to-date), do hereby dispose of the complaint on account of non-prosecution.

"Given under my hand and seal of office."

Sd/-



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 23rd December, 2024.