



DECISION

POS/107/2024/KC

Complaint No. :

Name and address
of the complainant :

Syed Hamza Ali Mir,
R/o. House No. R-231, Sharifabad, Block-01, F.B. Area,
Karachi.

Name of the Agency
complained against :

University of Karachi,

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**REQUEST FOR RE-EVALUATION OF THE ANSWER SHEET FOR
"ECONOMIC DEVELOPMENT OF PAKISTAN" - ASSOCIATE
DEGREE IN COMMERCE, PART-II EXAMINATION**

COMPLAINT:

Syed Hamza Ali Mir lodged a complaint on October 21, 2024, stating that he appeared in the Associate Degree in Commerce, Part-II Examinations and secured only 11 marks in the subject "Economic Development of Pakistan," leading to his failure. Despite his request to the University of Karachi for scrutiny and rechecking of his answer sheet, only a recount of marks was conducted. Dissatisfied with the University's response, he sought redressal of his grievance from 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 (as amended), after condoning the delay and directing the complainant to submit an affidavit on Form "A."
3. Upon receipt of the requisite affidavit, the matter was referred to the Agency for its report. The Acting Controller of Examinations, University of Karachi, submitted a response vide letter dated November 11, 2024. It was stated that the answer script in question had been evaluated and re-totaled, and the marks awarded by the examiner found to be accurate. Consequently, no changes were made to the result. The Acting Controller further clarified that, under the rules of the University of Karachi, requests for re-checking, reassessment, or re-examination of an answer script cannot be entertained.
4. In his rejoinder dated December 2, 2024, the complainant failed to provide a substantive rebuttal to the Agency's report. However, he raised concerns regarding the credibility of the examination system, arguing that without provisions for re-checking or re-evaluation, there is no assurance that the examiner's evaluation is accurate, unbiased, and reflective of the student's true performance. He emphasized that the outcome of a single examination paper could significantly impact his academic future. The complainant further contended that a transparent and equitable assessment process would not only benefit students but also enhance the credibility of the entire examination system. Accordingly, he

challenged the reliability of the current examination framework and requested this Office to advocate for a more just and accountable evaluation process.

FINDINGS

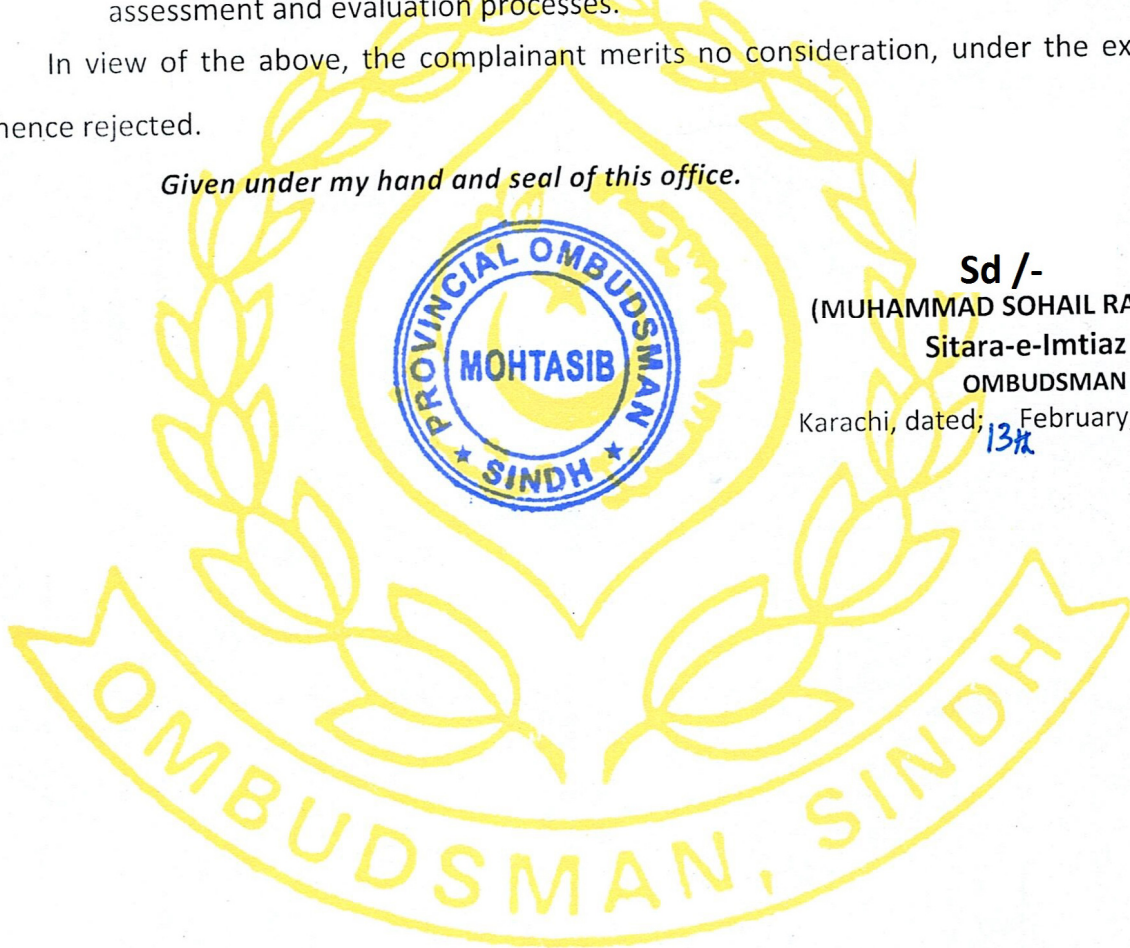
5. Upon review, it has been observed that, under the applicable rules, re-checking of the answer script is not permissible. The re-totaling process conducted by the Agency confirmed the accuracy of the marks awarded in the subject.

6. Nevertheless, the objections raised and the criticism made by the complainant regarding the assessment and evaluation processes within the examination system merit due consideration by the concerned authorities. To uphold the system's credibility and address such concerns, measures to enhance transparency may be explored.

DECISION

7. 1. In light of the foregoing, the complainant's grievance cannot be redressed under the existing laws and rules governing the University. Therefore, the complaint is rejected.
2. The Secretary, Higher Education Commission, and the Secretary, Boards and Universities, are advised to examine the concerns raised by the complainant and take appropriate corrective measures, if deemed necessary, to improve the assessment and evaluation processes.
8. In view of the above, the complainant merits no consideration, under the existing rules, hence rejected.

Given under my hand and seal of this office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH

Karachi, dated: 13th February, 2025