



DECISION

Complaint No. : **POS/2556/2024/J-16.**

Name and address of the complainant : Miss. Aamna Aamir, R/o. House No.1949, Street No.28, Azam Town, Karachi.

Name of the Agency Complained against : Board of Secondary Education, Karachi.

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

Vetted by :

Subject : **ALLEGED NON-RESPONSE BY BOARD OF SECONDARY EDUCATION, KARACHI TO THE REQUEST OF THE COMPLAINANT FOR SCRUTINY OF HER PAPER OF ISLAMIAT CLASS-IX.**

THE COMPLAINT

Miss. Aamna Aamir, filed a complaint on 10.05.2024 stating therein that she was student of Class-X, Green Flag School Girls Campus Karachi. She appeared in Annual Examination of 9th Class held in the year 2023 and she was awarded only 07 marks in "Islamiat" paper. She stated that her parents and School Management approached the Board of Secondary Education, Karachi multiple times for correction of the result and also paid requisite scrutiny fee, but all in vain. 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 04.05.2024 for comments. While the case proceedings were underway, a letter of thanks was received from the complainant on 29.10.2024 (through WhatsApp) stating that due to an immediate action taken by this Institution, her matter was resolved.

FINDINGS.

4. On intervention of this Institution, the grievance of the complainant has been resolved, hence no further action is required.

DECISION

5. The complaint is disposed of as redressed and consigned to record.

“Given under my hand and seal of office.”

- Sd \-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 29th November, 2024.

