



DECISION

Complaint No. : POS/RL-292(LKA)2024

Name and address of the complainant : Mr. Shahriyar Ahmed S/o Abdul Ghafoor Shaikh
R/o Shewa Mandi, Larkana.

Name of the Agency Complained against : (i) Director Inspection / Registration of Private Institution, Larkana.
(ii) Principal Bright Model School Larkana.

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani, Director, Regional Office, Larkana.
Mr. Muhammad Naseer Jamali, Advisor –N

Vetted by :

Subject : **COMPLAINT AGAINST BRIGHT MODEL SCHOOL ALLEGING CHARGING EXTRA FEES FOR ISSUANCE OF PASS CERTIFICATE, MARKS SHEET AND CHARACTER CERTIFICATE FROM THE COMPLAINANT.**

COMPLAINT

Mr. Shahriyar Ahmed Shaikh filed a complaint dated: 18.09.2024 wherein he stated that his nephew, namely Mudasir Shaikh has passed the class X examination from Bright Model School Larkana. He approached the school management for issuing his Pass Certificate, Marks Sheet and Character Certificate but they demanded an extra fee, amounting to Rs.2000/-. 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 of Affidavit on Form “A” and by condoning the delay.

3. This office issued a notice dated: 27.09.2024 to the Director, Inspection / Registration of Private Institutions Larkana and Principal, Bright Model School Larkana for report. The Principal Bright Model School Larkana informed vide letter dated 02.11.2024 that the certificates have been issued to the complainant on 15.10.2024 and no extra fee has been charged. The Director, Inspection & Registration of Private Institutions Larkana informed vide letter dated 05.11.2024 that the matter has been resolved and no extra fee has been charged for issuance of certificates. The complainant sent a written statement wherein he confirmed the redressal of his grievance.

FINDINGS:

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

DECISION

5 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 18th March, 2025