



DECISION

Complaint No. : POS/KR-36/2025

Name and address of the complainant : Mr. Muhammad Lashkar Ali,
R/o. House No. 488, Sector-F, Bhattai Colony,
Korangi Crossing, Karachi

Name of the Agency Complained against : Board of Secondary Education, Karachi (BSEK)

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED UNJUST BLACKLISTING OF THE SHAHNAZ ISLAMIC EDUCATIONAL ACADEMY AS EXAMINATION CENTER BY THE BSEK.**

COMPLAINT

Mr. Muhammad Lashkar Ali submitted a complaint on 26.02.2025, stating that his institution, *Shahnaz Islamic Educational Academy*, had been nominated as an examination centre by the Board of Secondary Education Karachi (BSEK) for the 2024 annual examinations. However, he was later informed that the school had been blacklisted for the 2025 examinations. Despite his efforts to approach the relevant authorities, he received no resolution.

PROCEEDINGS

2. The complaint was referred to the Controller of Examinations, BSEK, for a report. In response, the Controller appeared before the Investigating Officer on 25.03.2025 and clarified that the complainant's school had **not** been blacklisted. He stated that the school had been nominated as an examination centre in 2024 and would continue to be nominated for 2025. This clarification was also submitted in writing.
3. The complainant, through a letter received on 15.05.2025, confirmed that his grievance has been resolved due to the prompt intervention of the Ombudsman's office. He expressed appreciation and gratitude for the effective handling of the matter.

FINDINGS

4. It is evident that, following the intervention of this office, the concerned agency took timely and appropriate action to address the complainant's concern. The matter has been satisfactorily resolved, and the complainant has acknowledged the resolution and expressed thanks for the support and efforts extended by this office.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 30th May, 2025