



## **DECISION**

Complaint No. : POS/1214/KE/78/2024

Name and Address of the Complainant : Mr. Murtaza Tahir Butt, R/o. House No. B-57, Block-04/A, Gulshan-e-Iqbal, Karachi.

Name of the Agency Complained against : SHEC / Boards & University Department

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED DELAY IN ISSUANCE OF DEGREE OF THE COMPLAINANT BY INDUS UNIVERSITY.**

### **THE COMPLAINT**

Mr. Murtaza Tahir Butt in his complaint dated 18.07.2024 stated that the management of Indus University is not issuing his degree of BS (Software Engineering) although he has passed final exam in 2021. The Governor's Secretariat of Sindh has written a letter to the university regarding his application for a full fee concession. He has also submitted an application to the Vice Chancellor, but there has been no response. He believes that if he receives his degree, he will be able to get a job and provide better treatment for his ailing father. He, therefore, solicited intervention of this office for assistance in the matter.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A", a preliminary enquiry was made.
3. After having heard the complainant in detail and upon perusal of complaint it transpired that the complainant has not made out any case of mal-administration against the Agency. The matter highlighted by the complainant in his complaint is basically against a private Institution and his own deficiency in not scoring enough marks to clear his degree (CGPA=1.84), all of which does not come under the purview of this Institution.

### **CONCLUSION**

4. In view of the above, the complaint is hereby dismissed and disposed of.

*Given under my hand and seal of the office*



**Sd /-**

(Muhammad Sohail Rajput)  
**Sitara-e-Imtiaz. PAS**  
Ombudsman Sindh

Karachi, dated 02 - 01 - 2025