



DECISION

Complaint No. : POS/3484/2023/B-40
POS/2439/2023/B-31

Name and address of the complainant : Chaudhry Ahmed Ali,
R/o House No. 12/15-2, Model Colony, Malir, Karachi.

Name of the Agency Complained against : Dow University, Karachi.

Name & Designation of Investigating Officer : Mr. Ghulam Sarwar, Advisor-J

Vetted by :

Subject : **COMPLAINT AGAINST ISSUANCE OF DEGREE OF MBA INSTEAD OF MS FOR WHICH ADMISSION WAS GRANTED TO COMPLAINANT.**

COMPLAINT

Chaudhary Ahmed Ali, filed an online complaint dated 24.03.2023 stating that Institute of Business & Health Sciences Management, Dow University of Health Sciences had announced admission in M.S. Programme, through advertisement during the year 2018 stating therein that candidates having Master Degree are eligible for the admission in M.S. Programme. After completion of eligibility criteria complainant was granted admission in M.S. in Healthcare Management. After completion of the programme University is issuing him degree of MBA instead of MS, which is unjustified. He further alleged that his approaches to authorities concerned borne no result and being aggrieved, he sought 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) by condoning delay and after receiving mandatory Affidavit on Form 'A' and other relevant documents.
3. The matter was taken-up with the concerned Agency. In response, Registrar, Dow University of Health Sciences Karachi vide letter dated 17.10.2023 reported that University had advertised admissions in MBA, EMBA, BBA and MS program in 2016 but due to a smaller number of candidates, MS program could not start. Later on, University has advertised admission in MBA, EMBA and BBA Program in the year 2018. In response to the advertisement complainant Chaudhary Ahmed Ali applied for admission in MBA (1.5 year) Program alongwith other candidates. Chaudhary Ahmed Ali took admission in MBA (1.5 year) Program in Healthcare Management, submitted fees alongwith required documents which includes affidavit for admission in the said program. He passed Eight out of Nine Courses. He failed twice in subject of Strategic Finance and could not complete his research project, hence his enrolment expired in the year 2021 as the period of enrolment was for 03 years (2018 to 2021) As such, Chaudhary Ahmed Ali failed to complete the MBA (1.5 Years) Program within the stipulated period.

4. The report of the Agency was sent to the complainant vide this office's letter dated 18.11.2024. In response complainant has filed his written rejoinder dated 16.07.2025, wherein ~~in~~ he repeated the same instance and requested to grant him MBA Degree.

5. In order to resolve the matter of the complainant hearing was fixed on 28.07.2025, attended by the advocate of the Dow University of Health Sciences, Karachi and the complainant. Matter was discussed at length. Finally, complainant filed a written statement wherein he admitted that he failed in the paper of Strategic Finance.

FINDINGS

6. I have examined the case and documents on record, which reveal that complainant has levelled false allegation against the agency, as he has himself filed an undertaking on Affidavit in the University before admission *"that I am an applicant for admission in MBA 1.5 Years (Course) of the Dow University of Health Sciences, Karachi for the session 2018"*. Furthermore, he could not qualify for the MBA degree within the stipulated period.

DECISION.

7. In view of the above and in exercise of powers vested in me under Section 11 of Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is consigned to record, as dismissed.

Given under my hand and seal of office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 6th August, 2025