



## **DECISION**

Complaint No. : **POS/2889/2024/J-19.**

Name and address of the complainant : Mst. Zainab Mukarram, R/o Plot No.05, F-20, Block-09, Clifton, Karachi.

Name of the Agency Complained against : Sindh Higher Education Commission (SHEC).

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

Vetted by :

Subject : **ALLEGED UNJUST DEMAND OF EXTRA AMOUNT FOR ISSUANCE OF DEGREE TO THE COMPLAINANT BY THE MANAGEMENT OF TEXTILE INSTITUTE OF PAKISTAN.**

### **THE COMPLAINT**

Mst. Zainab Mukarram, filed a complaint on 06.06.2024, stating therein that she graduated in July 2022 from Textile Institute of Pakistan, Karachi and Convocation Ceremony of her batch was held in January 2023. She received a WhatsApp message from the Institute to pay additional amount of Rs.45000/- for issuance of degree. She alleged that it was against the policies of the Institute and was also not mentioned in the prospectus of the Institute. 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 27.08.2024 for comments. While the case proceedings were underway, an application dated 04.11.2024 was received from the complainant (through WhatsApp) that her matter had been successfully resolved through mutual settlement and she was satisfied. She expressed her gratitude to this Institution and further requested to close the case.



**FINDINGS.**

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

**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 **29~~th~~** November, 2024.

