



DECISION

Complaint No. : POS/25/2024/59/KC/KHS

Name and address of the complainant : Mr. Naeemuddin Rajput, Advocate High Court, R/o A-402, 4th Floor, Waseem Heights, Phase-II, Plot No.06, Block-13, Federa; "B" Area, Karachi.

Name of the Agency Complained against : Sindh Madarsat-ul-Islam University

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office, Karachi (South)

Vetted by : Mr. Shahid Ahmed Hashmi - Consultant-Legal.

Subject : **COMPLAINT AGAINST MANAGEMENT OF SMIU REGARDING ISSUANCE OF I.D. CARD WITH INCORRECT NAME OF THE STUDENT.**

THE COMPLAINT:

Mr. Naeemuddin, an Advocate of the High Court had filed a complaint on 20-05-2024 against the Management of Sindh Madarsat-ul-Islam regarding non accepting his letter in respect of his son Mr. Shamail Ahmed, a student of the BBA Spring 2024 program (ID No. 100038735), SMIU to whom ID Card was issued with incorrect name and other flaws. Though he approached the Vice Chancellor but to no avail. He, therefore, sought intervention of this institution with cost of complaint by the SMIU amounting to Rs.500,000/- for their delay in entertaining his complaints.

PROCEEDINGS:

2. The complaint was admitted. The matter was taken up with the Agency for comments. In response, the Registrar of Sindh Madressat ul Islam University, vide letter dated 05-06-2024 (P-21) has reported that Mr. Shamail Ahmed (Son of complainant) a student of Business Administration with ID Number BUS-24S-042, had on line entered "Shamail" as his First Name and "Ahmed" as his Last Name. He didn't enter his Middle Name in data entry form. Online data entry form is system-generated and accepted the information as filled in the columns or entered by the user. However, on receipt of complaint the correction was made by issuing of a new ID card.

3. The complainant in his rejoinder dated 21-06-2024, instead of acknowledging the resolution of his complaint, raised other issues related to operational side of the University.

(2)

FINDINGS:

4. Upon careful consideration of record, the grievance of the complainant found to be redressed. The additional concerns raised during the proceedings are deemed incompatible with the original complaint, besides, it falls outside the jurisdictional purview of this office.

DECISION:

5. In view of the above, the complaint stands disposed of as redressed and consigned to record.

6. Through this single order, the other complaint No. POS/2732/ 2024/59/KHS of a similar nature, filed by same complainant is also disposed of.

Given under my hand and seal of office.



Sd /-
MUHAMMAD SOHAIL RAJPUT
SITARA-E-IMTIAZ. PAS
OMBUDSMAN SINDH

Karachi, Dated 7/5 May, 2025

