



## DECISION

Complaint No. : POS/618/2024/KR-11/J-27.

Name and address of the complainant : Miss. Madiha Bano D/o. Muhammad Muneer, R/o.House No.N-H/192, Labour Square, Korangi Karachi.

Name of the Agency Complained against : BBSSP / IBA University, Karachi.

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

Vetted by :

Subject : **COMPLAINT AGAINST PROJECT COORDINATOR, IBA UNIVERSITY, KARACHI WHO ALLEGEDLY NOT ALLOWED THE COMPLAINANT TO COMPLETE SHORT COURSE OF GRAPHIC DESIGNER UNDER BENAZIR BHUTTO SCHOLARSHIP PROGRAM.**

### **THE COMPLAINT**

Miss. Madiha Bano, filed a complaint on 18.01.2024, wherein she stated that she took admission in course of Graphic Designer under Benazir Bhutto Scholarship Program in November, 2023 at IBA University City Campus Garden Karachi and she attended the classes, which commenced from 04<sup>th</sup> December, 2023. She alleged that since the start of the classes, attitude of Mr. Zarar, Project Coordinator, IBA University was not proper as kept her under pressure and frequently threatened to drop her from the course. Subsequently, the said Project Director did not allow her to continue the course and issued her a termination letter. 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. After completing codal formalities, the complaint was taken up with the Registrar, IBA, City Campus Karachi for report. In response, the Project Director, IBA, filed a detailed report dated 07.05.2024 which mentions that the



complainant had also filed Cr. Misc: Application No.171/2024 in the court of Addl: Sessions Judge-XI, Karachi South against the Police for non-registration of FIR against Project Coordinator for his misbehavior and not allowing her to attend the classes. The said application of the complainant was dismissed by the Addl: Sessions Judge-XI, Karachi South vide order dated 31.01.2024. The complainant challenged the said order before the Hon'ble High Court of Sindh by filing CrI: Misc: Application No.206/ 2024, which was also dismissed.

4. It was further reported that the complainant had applied for Graphic Designing Course through Benazir Scholarship Program, but she was not found eligible being overage and also due to the fact that she had already availed a scholarship under same program in the year 2019. According to policy of Benazir Bhutto Shaheed Human Resource Research and Development Board (BBSHRRDB), once a person availed any course/ program, he/ she would not be eligible for second time. However, she was taken by the IBA at the request of BBSHRRDB on humanitarian grounds just to attend the classes and it was made clear to her that she would not receive certificate and stipend. Later on, she insisted for issuance of offer letter and payment of stipend as well. As such, she was informed that she was getting training at the cost of IBA and she was also issued ID card of IBA; whereas the matter of payment of stipend and issuance of offer letter pertained to BBSHRRDB and she should approach it.

5. Thereafter, the complainant misbehaved with the trainer of program Ms. Mumal Mirza on many occasions and such incidents were reported to the administration for taking disciplinary action against the complainant.

#### **FINDINGS.**

6. I have examined the case and perused the record and it has transpired:-

- A) that before filing the present complaint, the complainant had also filed a CrI: Misc: Application No.171/2024 in the court of Addl: Sessions Judge-XI, Karachi South, which was dismissed vide order dated 31.01.2024 and she had challenged the said order before the Hon'ble High Court of Sindh by filing CrI: Misc: Application No.206/2024, which was also dismissed vide order dated 21.10.2024.
- B) Since, the same subject matter has already been decided by the Hon'ble High Court of Sindh, Karachi, hence no further action is required by this Institution at this stage.



**DECISION**

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), I hereby reject the complaint as it merits no consideration and consign it to record.

Given under my hand and seal of office.



**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh

Karachi, dated 25<sup>th</sup> November, 2024.

