



## DECISION

Complaint No. POS/ROK-246/(Khp)/2024

Name and address of the complainant Mr. Muhammad Zaman,  
R/o Near Salar Masjid,  
Mohalla Salar, Pir Jo Goth,  
Taluka Kingri, District Khairpur.

Name of the Agency Complained against Shah Abdul Latif University Khairpur

Name & Designation of Investigating Officer **AHMED BAKHSH GHUMRO,**  
Consultant / Incharge,  
Regional Office Khairpur

Vetted by **Mr. Ghulam Sarwar, Advisor-J**

Subject **COMPLAINT AGAINST DELAY IN ISSUANCE OF CORRECTED DEGREE CERTIFICATE BY SHAH ABDUL LATIF UNIVERSITY KHAIRPUR.**

### COMPLAINT

Mr. Muhammad Zaman Danwar filed a complaint on 09-12-2024 stating that he had received a Master of Public Administration (MPA) degree which incorrectly mentioned him as an external student, whereas he was a regular student at Shah Abdul Latif University Khairpur. He applied to the university for a correct degree certificate in May 2024 but despite repeated visits, the corrected certificate had not been issued. He, therefore, sought the intervention of this Institution.

### PROCEEDINGS

02. 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 the delay in filing it and subject to submission of an Affidavit on Form "A".

03. After completing the required formalities, the matter was taken up with the Controller of Examinations, Shah Abdul Latif University Khairpur, on 12-12-2024 for comments. In response, the Controller of Examinations, Shah Abdul Latif University Khairpur, reported on 18-12-2024 that the complainant's corrected degree certificate for BS Part-IV (Bridging) in Public Administration, Academic Year 2022 was ready for final signature. The certificate would be handed over to the complainant as soon as possible through this Institution. Consequently, the matter was adjourned to 15-01-2025 at which time the Assistant Controller of Examinations, Shah Abdul Latif University Khairpur, informed that the complainant's degree certificate was held up due to the recasting of his transcript certificate. He assured that both documents would be submitted by 22-01-2025.

**Continued at P/2**



04. On 22-01-2025, the Assistant Controller of Examinations, Shah Abdul Latif University Khairpur, submitted the complainant's transcript and degree certificates, which were handed over to the complainant. The complainant then submitted a letter stating that his grievance had been resolved and expressed his gratitude to this Institution. He requested that the case may be closed.

#### FINDINGS

05. The complainant's grievance was resolved following the intervention of this Institution.

#### DECISION

06. In light of the above, the complaint is hereby 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 30<sup>th</sup> April, 2025

