



DECISION

POS/1485/2025/J-13

Complaint No. :

Name and address
of the complainant :

Mr. Umais Bhojani, R/o-R-C5/169,
Mehboob Ali Building Ranchor Line,
Karachi

Name of the Agency
complained against :

University of Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Sarwar, Advisor-J

Subject :-

**COMPLAINT REGARDING ALLEGED NON-REFUND
OF EXAMINATION FEE OF RS.16,800/- RECEIVED
FROM THE COMPLAINANT BUT DID NOT ISSUE
THE ADMIT CARD.**

COMPLAINT:

Mr. Umais Bhojani, filed a complaint on 25.02.2025 against the University of Karachi alleging non-refund of examination fee of Rs.16,800/- received from the complainant and not issuing the admit card to him. He alleged that despite his repeated approaches, to the concerned Authority but no response was given to him. He, therefore, solicited 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 (as amended up to date), by condoning the delay in filing it and subject to submission and Affidavit on Form "A".
3. The matter was taken up with the Agency for comments. In response, the Chief Accountant University of Karachi submitted report alongwith original cheque bearing No. number 76155206 amounting to Rs.16,800/- in favor of Mr. Umais Bhjani.
4. The cheque was hand over to the complainant on 24.06.2025 hence, complainant submitted letter of thanks dated. 25.06.2025, in which he stated that his grievances has been resolved on the intervention of this Institution and expressed his gratitude.

FINDINGS

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

DECISION

6. 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 5th August, 2025