



DECISION

Complaint No. :

POS/3458/KE-554/25

Name and Address
of the Complainant :

Mr. Abdul Salam, R/o. House No. A-1733, Gulshan-e-Hadeed, Phase-1, Bin Qasim Town, Malir, Karachi.

Name of the Agency
Complained against :

Quaid-e-Awam University of Engineering, Science & Technology, Nawabshah/Shaheed Benazirabad (QUEST)

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**ALLEGED DELAY IN REFUND OF RS. 55000/-
PAID AS ADMISSION FEE BY THE
COMPLAINANT.**

THE COMPLAINT

Mr. Abdul Salam in his complaint dated 29.05.2025 stated that he had paid Rs. 55,000/- for admission to the ME (Industrial and Automation) program at QUEST, Nawabshah. After receiving letter on 05.10.2023 for appointment as JEST, he formally applied for cancellation of admission and refund of fee before commencement of classes. Upon contacting the university, he was informed that refund is not part of their policy. However, he relied upon the HEC refund policy dated 07.12.2015 which clearly stated that students are entitled to get a refund under such circumstances. He, therefore, solicited intervention of this office for redressal.

PROCEEDINGS

2. The complaint was *conditionally* admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), subject to submission of mandatory affidavit on Form "A".
3. Minute scrutiny of the complaint, however, revealed that the complainant has referred a 10-year-old HEC circular which clearly mentions that fee refund as structured does not apply on security and admission fee. The University, he stated, too has declined to refund admission fee as not under its policy.

FINDINGS

4. I have examined case file, perused the record and observed that subject matter is not covered under the policy of the Agency. Hence, no case of maladministration is established against the Agency.

CONCLUSION

5. In view of above, the complaint is disposed of as rejected.

Given under my hand and seal of the office



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 29-08-2025