



DECISION

Complaint No.

: POS/9602/ROK-263/(Khp)/2023

Name and address
of the complainant

Mr. Abdul Hadi, S/o Abdul Wahid Danwar,
R/o Danwar Mohalla,
Dargah Road, Pir Jo Goth,
District Khairpur.

Name of the Agency
Complained against

Mehran University of Engineering & Technology Jamshoro

Name & Designation of
Investigating Officer

AHMED BAKHSH GHUMRO,
Consultant / Incharge, Regional Office Khairpur

Vetted by

Mr. Muhammad Misbah Tunio, Advisor-J

Subject

**COMPLAINT AGAINST UNJUST REFUSAL BY MEHRAN
UNIVERSITY OF ENGINEERING JAMSHORO TO REFUND
RS. 1,260,000/- PAID AS ADMISSION FEE ON SELF-FINANCE
BASIS.**

COMPLAINT

On December 06, 2023 Mr. Abdul Hadi S/o Abdul Wahid Danwar R/o Danwar Mohalla, Pir Jo Goth District Khairpur filed a complaint stating that he had submitted a self-finance request for admission to the undergraduate Engineering Program at Mehran University of Engineering for academic session 2023-2024. Initially the MUET Jamshoro granted him admission and he paid Rs.1,260,000/- as fees. However, it was later withdrawn and subsequently admission was cancelled due to some circumstances, but the University administration has refused to refund the sum of Rs.1,260,000/- to him. He therefore solicited the intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 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, subject to submission of an Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with Registrar, Mehran University of Engineering and Technology (MUET) Jamshoro on 05-01-2024 for comments. He reported on 31-01-2024 that complainant obtained admission in the Department of Civil Engineering of Mehran University of Engineering and Technology Shaheed Zulfiqar Ali Bhutto, (MUET-SZAB) Campus Khairpur against one of reserved seats under self-finance scheme on 21-07-2023.

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04. Later on, he changed the mind and moved an application on 07-08-2023 for cancellation of his admission and for refund of Rs.1,260,000/- he deposited with the university at the time of admission. It was further reported that the classes of 23rd Batch started on 15-08-2023. The complainant was allowed refund of admission fee amounting to Rs.1,038,000/- in accordance with self-finance fee refund policy. The Registrar further reported that before the refund was processed, complainant changed his mind and again submitted an application for withdrawal of cancellation request on 21-08-2023, so his admission was restored.

05. The Registrar reported that complainant again requested for cancellation of his admission on 24-08-2023. Since the complainant did not submit his request through proper channel, his application was returned with the direction to route it through Chairman and H.O.D Department of Civil Engineering, MUET-SZAB Campus Khairpur. He continued attending classes till 20-09-2023 and therefore was not eligible for refund of any fee except Rs.315,000/- which he had paid over and above the self-finance fee required for admission in Civil Engineering discipline at MUET-SZAB Campus Khairpur.

06. The report of MUET was shared with complainant on 06-02-2024. In response, complainant submitted his rejoinder on 16-02-2024 wherein he denied to have attended classes. The complainant claimed that he attended summer classes at NED University Karachi during the period from 30-08-2023 to 27-09-2023. He alleged that Chairman / H.O.D of Civil Engineering Department, MUET-SZAB Campus Khairpur did not forward his application to Registrar MUET Jamshoro. Therefore, he again approached MUET Jamshoro and he was assured of refund of amount within a month. He alleged that MUET Jamshoro authorities, instead of refund, raised attendance issue out of nowhere. He, therefore, urged for comprehensive and impartial investigation into the matter, and prompt refund of deposited self-finance fees of Rs.1,260,000/-.

07. On 21-03-2024 the rebuttal submitted by complainant was sent to Registrar, MUET Jamshoro along with copy of complainant's attendance record at summer classes of NED University of Engineering & Technology Karachi during the period from 30-08-2023 to 27-09-2023.

08. In response, Registrar, MUET reported on 03-04-2024 that attendance record provided by the Directorate of Management Information System showing attendance of complainant at MUET-SZAB Campus Khairpur had already been submitted. It was contended by the Registrar, MUET Jamshoro that attendance record of NED University Karachi provided by the complainant did not bear signature of any official of NED University. Hence, it was not a valid evidence.

09. The above said report from MUET Jamshoro was shared with complainant on 08-04-2024. In response, the complainant submitted his second rejoinder on 13-05-2024 stating therein that MUET Jamshoro authorities' refusal to accept the attendance provided by NED University was unjustifiable even when same was confirmed from the NED University Karachi as genuine.

10. Consequently, hearings were held on 11-06-2024, 02-07-2024 and 28-08-2024. Mr. Saleem Siddiqui, Director Admission, MUET Jamshoro and complainant Mr. Abdul Hadi along with his mother attended. Mr. Saleem Siddiqui contended that attendance provided by Director Academic, MUET-SZAB Campus Khairpur was verified again. The attendance at NED University Karachi produced by complainant was also verified. According to him, Registrar; NED University had mentioned that the days when complainant was attending classes at NED were not the same as attended by him at MUET-SZAB Campus Khairpur, although period i.e. weeks / month was the same and it reflected complainant's admission at both universities, which was against the rules / regulations and tantamount to severe misconduct on the part of complainant.

11. The complainant again denied to have attended the classes at MUET-SZAB Campus Khairpur, and stated that he, then being student of 6th Semester of Architecture Department, attended Summer Session Classes organized by NED University Karachi from 30-08-2023 to 27-09-2023. He further stated that Director Admission, MUET Jamshoro's objection that days mentioned by both the universities were not the same was incorrect. He stated that MUET-SZAB Campus Khairpur authorities had marked him present on 31-08-2023 to 08-09-2023, 14 & 15-09-2023, 21 & 22-09-2023 which were the same dates on which he attended summer classes at NED University Karachi.

12. Therefore complainant claimed that the MUET authorities were not willing to refund his deposited fees, and apparently, they were waiting for the start of the classes on 15-08-2024 enabling them to deny refund of deposited fees. He also informed that he did not accept the cheque of Rs.315,000/- instead of Rs.1,260,000/- on account of the refund of fees.

FINDINGS

13. From the above discussions and the perusal of documentary evidence adduced on record, it transpires that:-

- (i) The complainant submitted applications for the cancellation of admission on 07-08-2023 and its restoration on 21-08-2023. He requested the university second time for the cancellation of his admission on 24-08-2023.

- (ii) The MUET Jamshoro authorities avoided receiving the complainant's request for refund of fees on flimsy grounds and kept the complainant in the dark while he and his mother were running from pillar to post for the same. Furthermore, no responsible officer of the University was willing to meet the complainant and his mother to resolve the issue
- (iii) The complainant, being a student of the Architecture Department of NED Karachi, attended summer classes from 30-08-2023 to 27-09-2023. To reaffirm the dates on which the complainant attended NED University summer classes were 30 & 31-08-2023, 06 to 08-09-2023, 13 to 15-09-2023, 20 to 22-09-2023, and 27-09-2023. The Student Attendance Report for the period from 15-08-2023 to 28-09-2023, submitted by MUET-SZAB Campus Khairpur, shows that the complainant was present on 31-08-2023, 06 to 08-09-2023, 14 & 15-09-2023, 21 & 22-09-2023, and 25-09-2023. This seems contradictory to MUET Jamshoro's written contention which states, "the complainant attended classes at the Khairpur Campus until 20-09-2023," thereby questioning the credibility of the Student Attendance Report. However, it was not possible for the complainant to be present on the same dates at both NED University in Karachi and MUET-SZAB Campus Khairpur.
- (iv) The attendance provided by the complainant at NED University Karachi was verified/confirmed by MUET Jamshoro authorities as genuine.
- (v) The University's timeline for the refund of the Self-Finance fee, as given in its prospectus and mentioned in its report dated 31-01-2024, is as follows:-

% of Self-Finance Fee	Timeline for Refund
20% Penalty	Up to 7 th day of convene of classes
40% Penalty	From 8 th to 15 th day of convene of classes
100% Penalty – No Refund	From 16 th day of convene of classes

- (vi) The Complainant applied for cancellation of admission and the refund of fees second time on 24-08-2023 and, as per MUET, classes started on 15-08-2023. Thus, complainant would be liable to pay 40% penalty and would be entitled to refund of 60% fees he deposited at the time of admission in addition to Rs.315000/- he paid over and above the admission fees.

DECISION

14. Accordingly, I, in exercise of the powers vested in me under Section 11 of the Establishment of the Office of the Ombudsman Province of Sindh Act 1991 (amended up to date), hereby direct the MUET Jamshoro authorities to refund 60% of the deposited fees to the complainant, in addition to Rs.315000/- he paid over and above the admission fees in accordance with its prospectus and to report compliance within 60 days.

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 11th March, 2025