DECISION

Complaint No.	:	POS/ROK-571/(Khp)/2025
Name and address of the complainant	:	Mr. Shafqat Ali, S/o Faiz Muhammad Phulpoto, R/o Near Session Court, Khairpur Mir's.
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	:	**DELAY IN ISSUANCE OF LLB DEGREE CERTIFICATE BY SHAH ABDUL LATIF UNIVERSITY, KHAIRPUR DESPITE CHALLAN PAID ON 14-05-2024.**

COMPLAINT

Mr. Shafqat Ali Phulpoto filed a complaint on 23-05-2025 alleging an undue delay by the authorities of Shah Abdul Latif University, Khairpur, in issuing his LLB Degree Certificate despite having paid the prescribed challan on 14-05-2024. 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 completion of codal formalities, the matter was taken up with the Controller of Examinations, Shah Abdul Latif University, Khairpur, on 13-06-2025 for comments. In response, the Controller of Examinations submitted the complainant's original LLB Degree along with his report on 25-06-2025.

04. Upon receipt of the original degree certificate, the Investigating Officer contacted the complainant on 25-06-2025 through contact cell number advising him to collect the certificate. The complainant appeared on the same day and received his original LLB Degree. He submitted a written application confirming that his grievance had been resolved due to the intervention of this Institution and requested that the case may be closed.

FINDINGS

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

DECISION

06. In light of the above, the complaint is hereby **disposed of as redressed** and is consigned to record.

"Given under my hand and seal of office"

Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 18th **August, 2025**