



## DECISION

Complaint No. : POS/8529/2023/TTA-69

Name and address of the complainant : Mr. Mumtaz Ali Soomro,  
House No.A-141, Unit # 4, Makli Cooperative  
Housing Society, Makli, District Thatta

Name of the Agency Complained against : Peoples University of Medical  
& Health Science (PUMHS), Nawabshah

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui  
Regional Director, Thatta

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject :

ALLEGED DELAY IN ISSUANCE OF REGISTRATION  
CERTIFICATE IN RESPECT OF DAUGHTER OF THE  
COMPLAINANT DESPITE PAYMENT OF  
PRESCRIBED FEE

### THE COMPLAINT

Mr. Mumtaz Ali Soomro filed an online complaint dated 11.10.2023 against the Pharmacy Council of Sindh, Karachi for inordinate delay in issuing the Registration Certificate in respect of his daughter Miss Bushra despite the payment of prescribed fee of Rs.4260/- on 13.10.2022. He stated that his daughter had passed the course of Doctor of Pharmacy from the Peoples University of Medical & Health Sciences (PUMHS), Nawabshah in the year 2020 and all her batch-mates had already received their Registration Certificates whereas she was kept waiting since last one year by the Pharmacy Council. He, therefore, solicited our intervention to resolve the matter.

### PROCEEDINGS

2. The complaint was admitted u/s 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 and subject to submission of original signed complaint, a copy of CNIC, Affidavit on Form 'A' and relevant documents. After fulfillment of these mandatory requirements, the matter was taken up with the Secretary, Pharmacy Council of Sindh, Karachi, on 13.11.2023. He replied vide letter dated 21.11.2023 that the said registration certificate was under process and would be issued after completion of all codal formalities.



(2)

3. After further follow up the Registration Certificate of Miss Bushra was sent by the Pharmacy Council to the Investigating Officer vide letter dated 03.12.2023. The same was received by him on 06.12.2023 and handed over to the daughter of the complainant on the same day. The complainant expressed his gratitude to this Institution for an early resolution of his grievance and requested in writing to close his complaint.

DECISION

4. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of Office.



Sd /-  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz - PAS  
Ombudsman, Sindh

Karachi, dated

7<sup>th</sup> February, 2025

