



DECISION

POS/5858/2022/ Adv-Z

Complaint No.:

Name and address
of the complainant :

Ms. Umme Osama Ansari,
D/o. Waseem Ahmed Ansari, House # 386,
Area 6-E, Mujahidabad, Karachi

Name of the Agency
Complained against :

Jinnah Postgraduate Medical Centre /
University of Karachi

Name & Designation of
Investigating Officer :

Fasihuddin Khan,
Advisor 'Z'

Subject :-

**COMPLAINT AGAINST THE PRINCIPAL,
COLLEGE OF OCCUPATIONAL THERAPY,
JINNAH POSTGRADUATE MEDICAL CENTRE
(JPMC) FOR ALLEGED UNJUST
CANCELLATION OF ADMISSION OF THE
COMPLAINANT**

THE COMPLAINT

Ms. Umme Osama Ansari filed her complaint on 21.09.2022 against the Jinnah Post Graduate Medical Centre and the University of Karachi stating therein that she was admitted in B.Sc Occupational Therapy 3 years program (session 2021). After attending the classes, which started on 15.09.2021, regularly for more than one year and three months, the Principal of the College informed her on 02.08.2022 that the admission of six students including the complainant has been cancelled because of non-enrolment by the Karachi University. She has further stated that since the entire responsibility of getting the students enrolled fell on the management of the college, they protested against injustice caused to them before the Executive Director, JPMC on the same day i.e. on 02.08.2022. Resultantly, the concerned authorities promised to resolve their grievance but nothing has been done despite approaching them time and again. She, therefore, solicited our intervention in the matter for relief.

PROCEEDINGS

2. 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) subject to submission of copy of CNIC and Affidavit on Form 'A'. The complainant fulfilled these mandatory requirements on 23.11.2022. Then the matter was referred to the Executive Director, JPMC, Karachi vide this office letter dated 24.11.2022 followed by reminders. In response, the Agency submitted its report on 22.01.2023 alongwith comments submitted from the Principal, College of Occupational Therapy, JPMC vide letter dated 08.12.2022 stating that the matter was discussed in the meeting of concerned committee held on 10.09.2022 which decided that 5 students

of B.Sc (Occupational Therapy) batch 2021 will be accommodated in BS program to be conducted at the same college with the affiliation of Jinnah Sindh Medical University. It was also mentioned that the previous fee charged by the College of Occupational Therapy, JPMC, Karachi from these students for the period 2021-2022 would be refunded to them.

3. After further follow up, seeking justification of their sudden refusal to enroll the students already admitted in the said 3 years program, the Principal, College of Occupational Therapy, clarified vide her letter dated 04.10.2022 that as informed by the University of Karachi, the process of enrolment could not be completed in view of discontinuation of 3 years B.Sc program all over the country under the orders of the superior courts.

4. Copies of the aforementioned reports of the Agency were forwarded to the complainant for her rejoinder vide letter dated 10.02.2023 but she did not respond despite issuance of reminder on 20.03.2023. Thereafter, this office tried to contact the complainant on her mobile phone # 03122641844 which after several attempts on various dates was attended by her mother on 25.04.2024. She informed that the grievance of the complainant has been resolved and she promised to send a letter in writing acknowledging the same but failed to do so.

5. In order to confirm the factual position, this office wrote a letter to the Executive Director, JPMC on 31.07.2024. In response, he informed vide letter dated 17.08.2024 that the complainant Ms. Umme Omama Ansari has been enrolled in the 4 year BS occupational program (Session 2023). She was currently studying in the 3rd Semester of the said program in the College of Occupational Therapy, JPMC, Karachi.

CONCLUSION

6. In view of the above, the instant complaint is disposed of as redressed and file is consigned to record.

Given under my hand and seal of office.



Sd /-

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

Karachi, dated

06 January, 2025