



DECISION

Complaint No.:

POS/2053/2024/ Adv-Z

Name and address
of the complainant :

Mr. Abdul Wahid,
House # 834/A, Zia Colony No.3,
P.O. Metroville, SITE Area, Orangi Town, Karachi.

Name of the Agency
Complained against :

Health Department

Name & Designation of
Investigating Officer :

Fasihuddin Khan,
Advisor 'Z'

Subject :-

**DELAY IN REFUND OF RS.50,000/- PAID BY
THE COMPLAINANT AS ADMISSION FEE FOR
REGISTERED NURSE – BACHELOR OF
SCIENCE IN NURSING (RN-BSN) PROGRAM
AT SAIFEE COLLEGE OF NURSING, KARACHI**

THE COMPLAINT

Mr. Abdul Wahid filed a complaint on 16.04.2024 against the Health Department regarding delay in refund of Rs.50,000/- paid by him as admission fee for RN-BSN Program in the Saifee School of Nursing, Karachi. He stated that he had applied for admission in the said course and paid the fee as a pre-requisite. Later on, due to some family problem, his mind changed and he wanted to get his admission cancelled. So he requested the Principal of the Saifee School for refund of his paid fee. The Principal initially promised to give due consideration to his request but after the completion of the admission process, refused to oblige him. He, therefore, solicited our intervention in the matter for redressal of his grievance.

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 upto date) by condoning the delay subject to submission of Affidavit on Form 'A' and a copy of CNIC. After fulfillment of these mandatory requirements, the matter was referred to the Principal, Saifee Burhani School of Nursing, Karachi on 12.06.2024. The reply was received on 26.06.2024 stating therein that Mr. Abdul Wahid paid an admission fee of PKR 50,000/- for RN-BSN program. As per their college policy which was clearly communicated and stated on the fee voucher, the admission fee is non-refundable. Therefore, the complainant's request for refund of his fee was denied in accordance with the prevailing Policy.

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3. For further clarification, a meeting was held by the Investigating Officer with the representative of the said Nursing College on 12.08.2024. The matter was discussed in detail and the representative of the school justified their policy being a standard practice for all the students under the guidelines of Higher Education Commission which clearly state that admission fees are non-refundable.

4. A copy of the above report of the Agency was shared with the complainant for his rejoinder which was submitted by him on 19.09.2024. He reiterated his original stance and requested for resolving his grievance on humanitarian grounds.

5. In order to resolve the matter, a hearing was held on 03.10.2024, attended by both the parties. The representative of the Agency contended that the admission policy of the said college was clearly communicated to the complainant at the time of admission and acknowledged by him. Hence despite sympathy with the complainant, his request cannot be entertained, in order to maintain transparency in line with the established policy of all the colleges and universities across Pakistan.

FINDINGS

6. i) According to the declared policy of the Saif-e-Burhani School of Nursing as per specific provision of HEC, the admission fee is not refundable.
- ii) No mal-administration is established on the part of the Agency.

CONCLUSION

7. In view of the above, no further action is required in the matter and the complaint is consigned to record as rejected.

Given under my hand and seal of office/



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

Karachi, dated 30th January, 2025