



DECISION

Complaint No. : POS/4849/2022/KC

Name and address of the complainant : Mr. Muhammad Noman Subhani,
mnsubhani@hotmail.com

Name of the Agency Complained against : Dow University of Health Science

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,
Director, Regional Office, Karachi (Central)

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : ALLEGED NON-REFUND OF FEE IN US DOLLARS AFTER CANCELLATION OF ADMISSION OF COMPLAINANT'S SON.

COMPLAINT

Mr. Muhammad Noman Subhani, filed an online complaint which was received through Wafaqi Mohtasib Secretariat, on 09.09.2022. In his complaint he stated that he is an overseas Pakistani and residing in USA. His son Mr. Azaan Subhani was admitted in MBBS program of Dow International Medical College (DIMC), Dow University of Health Science (DUHS), Karachi for the session 2019-2020 and in this connection, he deposited Tuition, Admission and Hostel Fees in US Dollars. However, only one day before the Orientation Day, he was informed through email that admission of his son has been cancelled due to admission policy of Pakistan Medical & Dental Council (PMDC) and Pakistan Medical Council (PMC). He added that despite repeated approaches, the agency did not agree to refund the deposited fees in US Dollars. He, therefore, solicited our intervention for the resolution of the problem.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning the delay and subject to submission of original signed complaint alongwith copies of relevant documents and CNIC which were furnished by the complainant later-on. Thereafter, the matter was referred to the agency for report.
3. After persistent efforts, the Registrar, DUHS, Karachi vide his letter dated: 06.03.2024 stated that Dow University of Health Science (DUHS) is collecting fee in US Dollars (USD) from foreign / overseas students in USD Account but it is not permitted to withdraw funds in USD from their USD Account, and could only be made in PKR as advised by United Bank Limited. This report was sent to the complainant for filing rejoinder.

4. The complainant vide letter dated: 12.03.2024 reiterated that the fees paid by him should be refunded in dollars and not in Pakistani Rupees.
5. During hearings on 19.11.2024, the representative of the agency submitted a letter dated: 16.11.2024 of Registrar, DUHS, Karachi enclosing copy of the cheque dated: 08.11.2024 amounting of **USD 1,325/-** and another cheque dated: 13.11.2024 amounting to **USD 10,000/-**.
6. The report of the Registrar, DUHS, Karachi was sent to the complainant through WhatsApp on 20.11.2024 for rejoinder. In response, he vide his e-mail dated: 24.11.2024 confirmed resolution of his problem and expressed gratitude to this Institution for resolving his problem.

FINDINGS

7. After refund of the paid amount to the complainant in US Dollars his problem has been resolved as confirmed by him vide e-mail dated: 24.11.2024. Hence, no further action is required by this Institution.

DECISION

8. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



- Sd \-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 09-12-2024

