



## **DECISION**

**Complaint No. :**

POS/959/2024/J-07

**Name and address  
of the complainant :**

Mr. Muhammad Arslan Khan,  
(arsalanshaikh2024@gmail.com)

**Name of the Agency  
complained against :**

Sindh, Higher Education Commission

**Name & Designation of  
Investigating Officer :**

**Mr. Ghulam Sarwar, Advisor-J**

**Subject :-**

**COMPLAINT AGAINST MANAGEMENT OF  
HAMDARD UNIVERSITY FOR THEIR ALLEGED  
FAILURE TO ALLOW THE COMPLAINANT TO  
APPEAR IN FINAL EXAMINATION HELD IN  
JANUARY, 2024.**

### **COMPLAINT**

Mr. Muhammad Arslan Khan, filed a complaint on 14.02.2024, against the Hamdard University, Karachi wherein he stated that he is a student of Guidance & Counseling at Hamdard University. The Management of the University has not allowed him to appear in final examination held in January, 2024, despite completion of all the required formalities. As per his contention it happened due to failure to update University's system / website. Complainant has agitated his case before the authorities concerned and requested them to update their system but no action was taken. The complainant has therefore, solicited intervention of this Institution in the matter.

### **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 upto date), subject to submission of Affidavit on Form "A" alongwith relevant documents in support of contentions for further proceedings. Despite issuance of multiple reminders, complainant failed to complete the required codal formalities.

03. The said matter was taken up with respective Agency on 27.02.2024, 26.04.2024 and 05.12.2024 respectively. In response, Registrar, Hamdard University, Karachi reported that matter of the complainant has already been redressed by the University in April, 2024.

04. The complainant filed a written statement on 20.12.2024, wherein he stated that his problem has been resolved. He therefore requested to close his case.

**(Continued at P/2)**



### **FINDINGS**

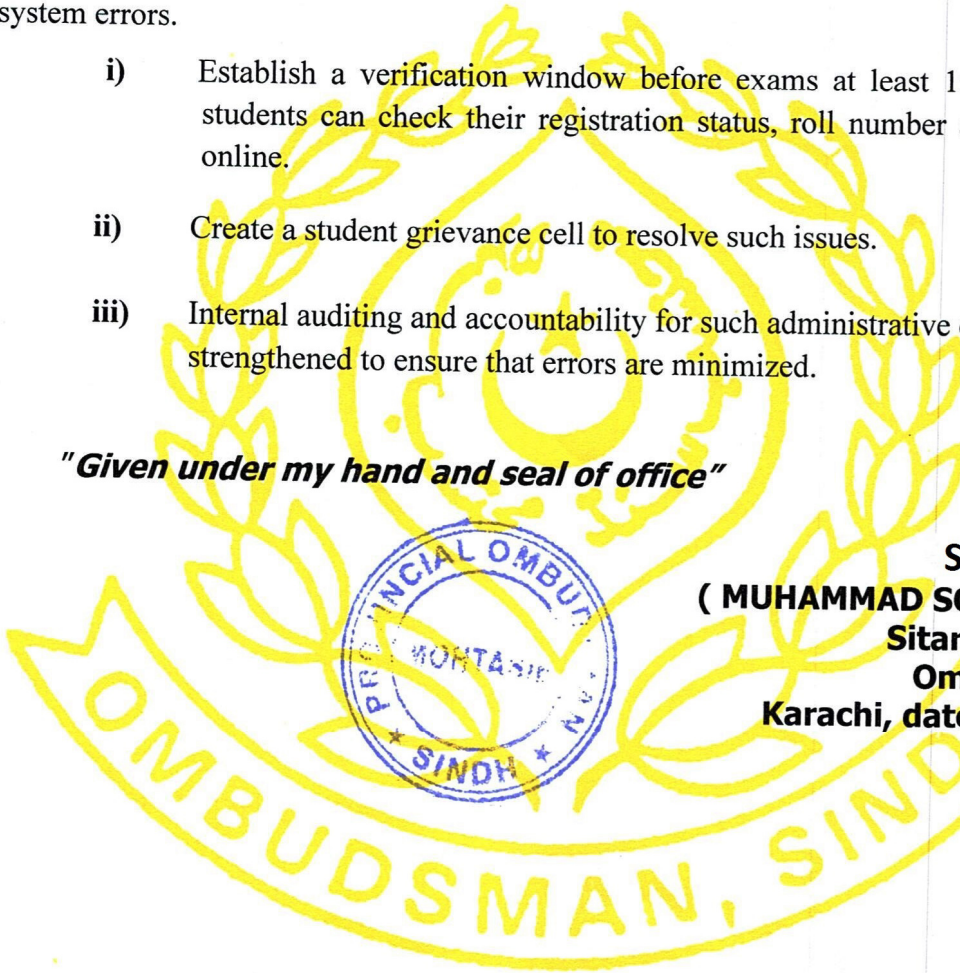
05. Record revealed that due to failure of unupdated University's system / website complainant has lost valuable academic time.

### **DECISION**

06. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto-date), hereby direct the Vice Chancellor, Hamdad University to take preventive measures to ensure that no student suffers similarly in future. These steps will build students trust and ensure that innocent students do not face the loss of valuable academic time due to system errors.

- i) Establish a verification window before exams at least 15 days prior, where students can check their registration status, roll number and exam eligibility online.
- ii) Create a student grievance cell to resolve such issues.
- iii) Internal auditing and accountability for such administrative oversights should be strengthened to ensure that errors are minimized.

***"Given under my hand and seal of office"***



Sd /-  
( MUHAMMAD SOHAIL RAJPUT )  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated 1<sup>st</sup> July, 2025