



DECISION

Complaint No. : POS/3253/2024/J-21

Name and address of the complainant : Mr. Yasir Muhammad R/o Arazi Record Centre, Muree, Punjab Land Record Authority, Board of Revenue Punjab, District Muree.

Name of the Agency Complained against : i) Sindh Higher Education Commission.
ii) Controller of Examination, Preston Institute of Management Science and Technology, City Campus, Karachi.

Name & Designation of Investigating Officer : Mr. Ghulam Sarwar, Advisor-J

Vetted by :

Subject : **DELAY IN ISSUANCE OF DEGREE VERIFICATION LETTER, REVISED DEGREE PRINT AND TRANSCRIPT OF THE COMPLAINANT BESIDES DEMAND OF EXTRA FEE.**

COMPLAINT

Mr. Yasir Mehmood filed online complaint dated 10.07.2024 stating that he has passed MS in Information Technology from Preston Institute of Management, Science & Technology (PIMSAT) City Campus, Karachi on regular basis during the year 2000-2001. He is working as District Service Centre Incharge, Muree at Punjab Land Record Authority, Board of Revenue, Punjab, when his employer had sent a letter to the Management of University for the verification of revised degree and transcripts. The Management of the University stated that the degree would be revised at a cost of Rs 30,000/-, which is unjustified. He further alleged that he approached the concerned borne no result and being aggrieved, he sought intervention of this Institution.

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 up to date) by condoning delay and after receiving mandatory Affidavit on Form 'A' and other relevant documents.

3. The matter was taken-up with the concerned Agencies i.e. Pakistan Higher Education Commission, Islamabad and Controller of Examination, Preston Institute of Management Science and Technology, City Campus Karachi vide this office's letter dated 17.10.2024. In response, Deputy Director, Higher Education Commission, vide his letter dated 30.10.2024 informed that they have issued instruction to the PISTA to provide clarification and to accommodate the complainant on priority as per rules.

4. On 27.05.2025 Assistant Controller of Examination PIMSAT reported that student Mr. Yasir Mehmood had deposited the official dues of the Institute and his degree was verified and a confidential verification report was sent to his employer Punjab Land Record Authority. They further informed that ex-student can collect his revised degree at any time during any working day.

5. In response to this Secretariat letter, complainant filed a letter dated 12.06.2025, wherein he stated that verification of degree was done by the University very late and University has also refused to hand over the degree to his father, as he was busy in performing Government duties at Muree and has unable to travel to Karachi. The University only couriered the verification letter to him but degree was not sent. He has requested to dispatch the Revised Degree through Registered Courier to him.

DECISION

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date). I, hereby direct the Pakistan Higher Education Commission to direct the PIMST Karachi Campus to hand over the verified degree to the complainant's authorized representative (his father) to alleviate the complainant's hardship of travelling from Lahore to Karachi, after completion of codal formalities, the complaint stands disposed of and consigned to record as redressed.

Given under my hand and seal of office.



Sd /-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 6th August, 2025