



DECISION

Complaint No. : **POS/3080/2022/B-38/J.**

Name and address of the complainant : Ms. Anusha Aziz, R/o. R-585, Sector 15-A/3, Buffer Zone, Karachi.

Name of the Agency Complained against : **University of Karachi.**

Name & Designation of Investigating Officer : Muhammad Misbah Tunio
Advisor-J

Vetted by :

Subject : **COMPLAINT REGARDING UNJUST REFUSAL TO CORRECT FATHER'S NAME OF THE COMPLAINANT IN DEGREE OF BBA ISSUED BY KARACHI UNIVERSITY.**

THE COMPLAINT

Ms. Anusha Aziz, filed an online complaint on 25.05.2022, stating therein that she was a student of MBA in one of the renowned Institute of Pakistan, which demanded attested Degree of BBA issued by University of Karachi from HEC. She approached the HEC authorities for attestation of her Degree, but they declined due to incorrect name of her father as "Azizuddin" instead of "Azizuddin Ahmed" as mentioned in her CNIC. Thereafter she approached the concerned authority of the University of Karachi for correction of name of her father, but no response was given to her despite completion of all codal formalities. She alleged unprofessional and rude behavior of officials of Controller of Examinations of University of Karachi. She, therefore, solicited intervention of this Institution.

PROCEEDINGS.

2. The complaint was admitted under Section 10 of the Establishment of Office of Ombudsman for the Province of Sindh Act 1991 (amended up-to-date), after condoning the delay.
3. The matter was taken up with the Registrar, University of Karachi vide letter dated 27.06.2022 for comments. In response, the Registrar vide letter dated

17.08.2022 informed that as per notification No.A.F.129/2020 dated 12th February, 2020, certain documents mentioned therein were required in respect of amendment/addition/correction/endorsement of name of the candidate on the back side of original degree and she should submit required documents for further action.

4. A copy of the Agency's report dated 17.08.2022 was sent to the complainant vide letter dated 22.08.2022 for her rejoinder, but no response was received from her despite issuance of multiple reminders including a final reminder issued on 10.10.2024.

DECISION.

5. Under the circumstances, since the complainant seems to have lost her interest to pursue her complaint, I, therefore, in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amendment up-to-date), do hereby dispose of the complaint on account of non-prosecution.

"Given under my hand and seal of office."



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 24th December, 2024.