



## **DECISION**

Complaint No. : POS/4287/KE-361/24

Name and Address of the Complainant : Mr. Wajahat Syed Rizvi, R/o. Flat No. 704/8, Saima Residency, Main Safoora Chowrangi, Karachi.

Name of the Agency Complained against : Directorate of Registration of Private School

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :- **COMPLAINT REGARDING ALLEGED UNJUST INCREASE OF FEES BY MANAGEMENT OF INTERNATIONAL SCHOOL, ETC.**

### **THE COMPLAINT**

Mr. Wajahat Syed Rizvi in his complaint dated 07.11.2024 stated that his daughter Syeda Sabeen is studying at the Academus International School. He stated that he has been regularly paying her school fees without any delay. However, with the start of the new academic session, the school administration has suddenly increase the fees from Rs. 20,000/- to 22,500/-, which is higher than the approved fee structure, even though his daughter was still in the Pre-Nursery class. He further stated that such increase in fees amounts to burdening parents, and is totally unfair. He stated that despite having approached the concerned authorities, no action was taken. He, therefore, solicited intervention of this office for redressal of grievance.

### **PROCEEDINGS**

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Deputy Director, Regional Directorate of Registration & Inspection of Private Institutions Karachi Region vide letter dated 20.02.2025 reported that the registration certificate of the said school is valid from 24.11.2023 to 23.11.2026, which clearly mentioned the tuition fee of each class. The approved fee for Nursery class is for Rs. 22,500/- for the above mentioned tenure, while they are charging Rs.19,000/-. Such report was shared with the complainant for his rejoinder, if any.
3. However, the complainant vide letter dated 19.03.2025 stated that he no longer wish to pursue this matter further and intend to withdraw his complaint.

### **FINDING**

4. The complainant withdrew his complaint at his own wish.

### **CONCLUSION**

5. In view of the above, the complaint is disposed of as withdrawn.

*Given under my hand and seal of the office*



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 20-06-, 2025