



CLOSURE FINDINGS

1	COMPLAINT NO.	P.O/Compliant No.353/01/2024
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Sharif Ullah r/o Village Lakki Ghundaki, KDA, Karak Contact: 0331-9806436
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. The Registrar, Gomal University, D.I. Khan 2. The Director Academics, Gomal University, D.I. Khan 3. The Super Focal Person for Laptop Distribution, Gomal University, D.I. Khan
4	NAME OF THE INVESTIGATION OFFICER	Sajad Rasool
5	SUBJECT OF COMPLAINT	Violation of Merit in Award of Laptop
6	DATE OF REGISTRATION	07/02/2024
7	DATE OF FINDINGS	23.9.2024

THE COMPLAINT

Mr. Sharif Ullah, a resident of Karak, instituted the instant complaint, stating that he is an M.Phil. student at Gomal University, D.I. Khan. He asserts that a laptop scheme was introduced for M.Phil. students; however, his department awarded laptops to Ph.D. students instead of M.Phil. students. Furthermore, his CGPA was incorrectly reported as lower by the focal person, which resulted in him being deprived of the laptop. Instead, Mr. Sana Ullah, a Ph.D. student, received the laptop. Consequently, he approached this forum for the redressal of his grievance.

REPLY OF THE AGENCY

Notices issued under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, to the Secretary to the Registrar, Gomal University, D.I. Khan, Director Academics, Gomal University, D.I. Khan and Super Focal Person for Laptop Distribution, Gomal University, D.I. Khan to meet the allegations contained in the complaint and submit reply including rebuttal if any. In response, the Director of Career Counselling and Scholarship at Gomal University, D.I. Khan provided, vide letter no. 230 dated 04-03-2023, that the policies and protocols for eligibility criteria, selection of students, and distribution of laptops under the Prime Minister Youth Laptop Scheme are set by the Higher Education Commission (HEC). It is important to note that the selection of students for the said scheme is entirely based on merit and duly verified by the departmental focal person as well as HEC officials. The complainant claims that he is eligible for a laptop, having a 3.68 CGPA, but did not receive one from the HEC. Upon verification, their records show that a total of three students applied for the Prime Minister Youth Laptop Scheme Phase III in the M.Phil. 2nd study year, and only one



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laptop was allotted by the HEC to a student named Muhammad Junaid, who has a 4.0 CGPA. The remaining students are still on the waiting list.

REJOINDER


The agency's reply was shared with the complainant for his feedback. In response, he disagreed with the agency's stance, necessitating hearing in the case.

HEARING

The case was heard on April 03, 2024 to draw conclusions regarding the issue at hand. Mr. Sajid Moin, Assistant Director of Career Counselling, represented the agency while the complainant was personally present. The agency stated that they would resolve the complainant's issue within two weeks. The agency stood by their word and resolved the issue by issuing him a laptop, as indicated in a letter of thanks received from the complainant, expressing gratitude to the Honorable Ombudsman for the intervention and effective resolution of his grievance.

FINDINGS

Review of the record shows that the agency fulfilled its commitment by issuing a laptop to the complainant, as confirmed by a letter of thanks from him. Therefore, the complaint is closed, having borne fruit in terms of Regulation 9(1) read with 10(2) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.


SYED JAMALUD DIN SHAH
Provincial Ombudsman
Khyber Pakhtunkhwa

23.9.2024