



OMBUDSMAN (محاسب) SECRETARIAT,
GOVERNMENT OF KHYBER PAKHTUNKHWA

CLOSURE FINDINGS	
1	COMPLAINT NO. PO/Complaint/1059/04/2024.
2	NAME & ADDRESS OF THE COMPLAINANT Syeda Huma Zahid r/o Street No. 6 House NO. 104 Sadeed Abad No.2 Dalazak Road, Peshawar (Contact # 0304-8285850)
3	NAME OF THE AGENCY COMPLAINED AGAINST 1. Secretary, Higher Education Department Khyber Pakhtunkhwa, Peshawar. 2. Registrar, Islamia College University, Peshawar
4	NAME OF THE INVESTIGATION OFFICER Naveed Ahmad, Assistant Director (Investigation).
5	SUBJECT OF COMPLAINT Request for Issuance of NOC.
6	DATE OF REGISTRATION 04/04/2024.
7	DATE OF FINDINGS 27/09/2024.

THE COMPLAINT

Syed Huma Zahid r/o Peshawar has instituted the instant complaint and alleged that she has completed M.Phil Economics from Islamia College University (ICU) Peshawar and has not received her Degree since, 2019 till date. She further stated that the Economics department of the University officially informed her that the matter has been sent to HEC for issuance of NOC which was still pending. But till date no response had been received on that behalf. This delay has resulted in significant financial burdens and time losses for students, many of whom took part time jobs to pay the semester fee. She requested this Forum for redressal of her grievance.

REPLY OF THE AGENCY

Notice under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 was issued to Registrar, Islamia College University, Peshawar to meet the allegations and submit reply including rebuttal, if any. In response, Deputy Controller of Examination ICU informed that Islamia College University Peshawar through its statutory bodies in 2019 had changed the nomenclature from MS to M.Phil in the following four post graduate programs i.e. (i. Economics. ii. Psychology, iii. Computer Science, and iv. Management Sciences).

However, as per HEC rules, NOC is required to be obtained from the Higher Education Commission before change of nomenclature. The ICU Peshawar has taken up the matter with the HEC and it is expected that the matter will be resolved soon. As and when the issue of NOC is resolved, complainant's grievance will be addressed.

REJOINDER

Reply of the Agency was shared with the complainant for his feedback/rejoinder. In response, the complainant reiterated his earlier stance.

HEARING

To ascertain the factual position, the case was fixed for hearing on 30/07/2024. Mr. Imtiaz Hussain Deputy Controller of Examination ICU appeared on behalf of the Agency,

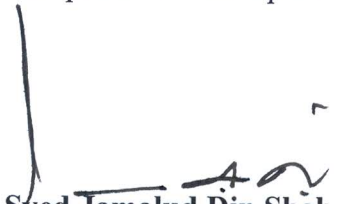


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while the complainant attended in person. The representative of the Agency has recorded statement that the HEC has finalized lists for granting one-time dispensation regarding NOC case. The case was placed before Director General HEC for final approval. If approval was granted then the letter will be circulated among all the Universities for one time dispensation and issuance of Degree of M.Phil Economics.

FINDINGS

Perusal of record shows that the Agency has not obtained NOC from HEC as required and rules before advertising the M.Phil program in ICU. During the hearing proceedings the representative of the Agency stated that a case regarding dispensation of NOC (one-time) has been forwarded to the Commission as and when it is approved the complainant grievance will be addressed accordingly. The complainant agreed with the stance taken by the Agency, therefore, investigation in the complaint is closed under Regulation 17(f) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.


Syed Jamalud Din Shah
Provincial Ombudsman.

27.9.2024