




ORDER IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NAWAZ AGAINST AKHTAR SAEED MEDICAL COLLEGE, RAWALPINDI REGARDING NON REFUND OF TUITION FEE.

1. Mr. Muhammad Nawaz F/o Tuba Nawaz & Rubab Nawaz (the “Complainant”) filed a complaint on 17.02.2023 regarding the deduction of the amount of Rs. 468,666/- by Akhtar Saeed Medical College Rawalpindi, while refunding tuition fee. Brief facts of the complaint are that the Complainant submitted Rs 3,922,000/- in Akhtar Saeed Medical College on 26-01-2023 on account of tuition fee for the admission of her two daughters Ms. Tuba Nawaz and Ms. Rubab Nawaz. Later on, he submitted applications for cancellation of admissions of both her daughters and refund of fee on 27-01-2023. In response, a person named Mr. Asim (contact# 0321-6034265) in the college referred him to Mr. Javid (Contact# 0321-6034264) to receive the refund amount. He contacted Mr. Javid and he responded that he will not return the fee. After repeated requests, Mr. Javid handed over two cheques bearing No. 7363840770 & 7363840771 of Bank of Punjab amounting Rs. 3,453,334/-. The Complainant alleges that the College has wrongly deducted an amount of Rs. 468,666/ while refunding the fee.
2. Complaint was forwarded to the Principal of Akhtar Saeed Medical College, Rawalpindi with the direction to submit comments along with record. The Principal Akhtar Saeed Medical College submitted her comments on 23rd February 2023 wherein she contended that:
 - a. Both the students named Tuba Nawaz & Rubab Nawaz D/o Muhammad Nawaz got admission in Akhtar Saeed Medical College, Rawalpindi
 - b. Total fee charged from each student amounting Rs.1.961,000/- is according to the college fee schedule which has already been notified on the college website. Both the students got admission and deposited the college fee vide PO # 09184823.
 - c. After that both the students submitted applications for cancellation of admission and refund of fee dated 27-01-2023.
 - d. As per sub clause no 6 of clause 9 (Payment & charging of fee) of Admission, Curriculum & Conduct Policy & Regulation 2022-2023 “if a student after having

obtained admission seeks to leave the program. The college shall have the right to adjust the tuition fee already paid pro rata to the period spent by the student in the program along with a penalty not exceeding ten percent of the total annual fee.”

- e. In view of the above fact we deduct admission fee, 10% of tuition fee as a penalty and two days' fee on pro rata basis as per Admission Regulation 2022-23.
3. Reply/comments received from Principal Akhtar Saeed Medical College was forwarded to the Complainant for rejoinder. The Complainant submitted his rejoinder wherein he denied the stance taken by the Principal and requested for full refund of fee deposited by him.
4. The matter was fixed for personal hearing before the Registrar on 30-03-2023. Notices were issued to both the parties. On the date of hearing the Complainant as well as Dr. Farooq representatives of the Akhtar Saeed Medical College appeared. The Complainant stated that fee was deposited on 26-01-2023 and the very next day a request for cancellation of admission and refund of fee was submitted in writing. The representative of the college on the other hand took the stance that the classes commenced on 26-01-2023 and both the students attended classes on 26-01-2023. The representative further stated that the college has made deductions in accordance with sub-regulation (6) of Regulation 9 of PMC Medical & Dental Undergraduate Education (Admission, Curriculum and Conduct) Policy and Regulations 2022. Perusal of record reveals that final list of admitted students was shared with the PM&DC by the College on 27-01-2023 therefore the stance of the College regarding commencement of classes on 26-01-2023 is unsubstantiated. During the hearing the representative of the College, however, stated that the College will voluntarily refund all the fee paid by the Complainant.
5. In view of the above and considering the voluntary refund of full tuition fee offered by the representative of Akhtar Saeed Medical College, the matter stand resolved. The complaint at hand is accordingly disposed off.

Dated: 03 April, 2023


Dr. Sulaman Ahmed
Acting Registrar
Pakistan Medical and Dental Council