

Pakistan Medical & Dental Council

Mauve Area, G-10/4,

Islamabad



ORDER IN THE MATTER OF COMPLAINT FILED BY MS. CHANDNI AGAINST INDUS MEDICAL COLLEGE, TANDU MUHAMMAD KHAN REGARDING NON REFUND OF TUITION FEE.

1. Miss Chandni (the “Complainant”) filed a complaint on 30.01.2023 regarding the deduction of the amount of Rs. 324,722/- by Indus Medical College, Tandus Muhammad Khan while refunding her tuition fee. The Complainant submitted that she got enrolled and deposited fees for the MBBS program on 13th January 2023 at Indus Medical College, Tandus Muhammad Khan. She submitted her application for fee refund and cancellation of admission on 19th Jan 2023 along with a declaration. She applied for a refund of fee and cancellation of admission before the closing date of the admission timeline i.e. 31st Jan 2023 and commencement of classes at Indus Medical College i.e. 23rd Jan 2023. The Complainant further submitted that the College has deducted Rs. 324,722/- under a wrong interpretation of Regulation 9(6) of PMC Admission Regulations 2022. She requested that college be directed to refund her full tuition fee.
2. Complaint was forwarded to the Principal of Indus Medical College, Tandus Muhammad Khan with the direction to submit comments along with record. The Principal Indus Medical College submitted his comments on 8th February 2023, wherein he contended that:
 - a. Ms. Chandni, a candidate for admission in the first year MBBS session 2022-23 was selected for provisional admission at Indus Medical College T M Khan and has submitted admission, tuition and other fees amounting Rs.1,693,224/-. She was allowed provisional admission accordingly. The classes of college have been started in the month of January 2023.
 - b. Ms. Chandni submitted an application for cancellation of her admission in First Year MBBS (session 2022-2023). The College has deducted Rs.324,722/- as per sub-section 6 of section 9 of PMC Medical and Dental Council Undergraduate Education (Admission, Curriculum and Conduct) Policy and Regulations 2022-23 Islamabad, October 12, 2022
 - c. According to the above section admission fee, one month tuition fee and ten percent of the total fee was deducted and the account branch of the college has refunded an amount

of Rs.1,368,502/- through a cheque No 1929182726 dated 23rd January 2023 drawn on MCB Bank Ltd, Latifabad Branch, Hyderabad, but her father refused to accept the cheque. He started threatening the College officers and official dire consequences on the above said deduction. The cheque amounting to Rs. 1,368,502/- is ready and she may be directed to collect the cheque. The PM&DC is requested to kindly give us guidance in this regard to solve this matter.


3. Reply/comments received from Principal Indus Medical College was forwarded to the Complainant for rejoinder. The Complainant submitted her rejoinder wherein she denied the stance taken by the Principal.
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 one Mr. Lajpat Rai (uncle of the Complainant) appeared on behalf of the Complainant and stated that the college has wrongly deducted Rs. 324,722/- and the said deduction can only be made if the classes had begun. The Principal of the College on the other hand through email dated 28.03.2023 informed that they have further refunded Rs. 144, 258/ through cheque no. 1936032903 dated 29-03-2023, deducted on account of one-month tuition fee on pro-rata basis. He further requested that they received Notice of hearing just a day before and it is difficult to attend hearing in person therefore personal attendance may be exempted.
5. Argument heard record perused. It has been noted that the Complainant applied for admission in MBBS for the Session 2022-2023 at Indus Medical College, Tandu Muhammad Khan. She was granted admission and she accordingly deposited annual fee for the first year amounting to Rs. 1,693,224/-. Later on, she submitted an application to the college on 19th January 2023 for cancellation of her admission and refund of tuition fee. The College deducted an amount of 324,772 on account of admission fee, one-month tuition fee and a penalty @ of 10%.
6. Provisions for cancellation of admission and refund of fee are provided in Regulation 9 (6) of the PMC Medical & Dental Undergraduate Education (Admission, Curriculum and Conduct) Policy and Regulations 2022. The said Regulation is reproduced herein below:

Regulation 9-Payment and Charging Fee by College: -.....

(6) If any 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 annual fee.

7. From the above, it becomes evident that the College initially while cancelling the admission of the Complainant made deduction of one-month tuition fee along with admission fee and a penalty @ of 10%. It is important to note here that tuition fee on pro rata basis cannot be deducted before the commencement of classes. Nonetheless, the College has already executed a cheque to refund the wrongly deducted tuition fee for one month. The College is therefore directed to refund the tuition fee to the Complainant in accordance with Regulation 9 (6) and submit a compliance report within (3) days of receipt of this order. Disposed off.

Dated: 03 April, 2023


Dr. Suleman Ahmed
Acting Registrar
Pakistan Medical and Dental Council