

In the Name of Allah, the Most Gracious, the Most Merciful

02 Safar 1446

29 July 2025

Most Respected Members of the Shura of Darul Uloom Zakariyya, South Africa – May your ranks be elevated.

Peace, mercy, and blessings of Allah be upon you.

A written letter from your esteemed council, addressed to the Honoured Principal, was received and became a source of insight into current circumstances. The Principal called some of the Asaatizah and read it aloud to us. Upon learning of its contents, we were deeply saddened to note that many of the details it contained were not based on fact.

Initially, we were under the impression that the environment of the Madrasah had improved and that the cycle of allegations and accusations had come to an end. However, this letter has reopened old wounds. What is particularly disheartening is that even those associated with the institution do not seem to understand—or choose to ignore—the delicate nature and significance of a learning environment and its demands. Or perhaps there are other underlying reasons.

We do not intend to delve into extensive detail, nor are we unaware of the current realities.

The valid concerns raised in the letter were reviewed in detail by the respected Principal together with us. He has resolved to address these issues. Many of the misunderstandings mentioned also need to be corrected, and we see a need to clarify them.

The Principal himself has clarified these misunderstandings, and some of the Asaatizah have also pointed out specific misconceptions.

We now present our responses to the letter from the esteemed Shura in a structured and formal manner.

At the same time, we earnestly request all members of the Shura, well-wishers, and stakeholders of the Madrasah not to rely solely on hearsay. Rather, we urge you to stay for a few days at the Madrasah, witness the operations first-hand, and assess the state of the educational, administrative, and disciplinary systems with your own eyes. InshaAllah, you will find noticeable improvement and greater efficiency across all departments.

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Response to Misunderstandings in the Esteemed Shura's Letter – Titled: “Summary of the Current Situation – Darul Uloom Zakariyya”

“Based on extensive feedback from students, teachers, staff, and sincere well-wishers regarding ongoing, serious institutional issues, the following points suggest a deep administrative crisis which requires urgent attention and redress:”

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1. Loss of Trust and Confidence

- Concern: General loss of confidence in the leadership due to the Principal's attitude and conduct.

Clarification: The Principal's attitude towards the Asaatizah, students, and all staff has always been extremely compassionate and respectful. Yes, there may be isolated incidents that deviate from this, but no individual is completely free from such exceptions.

- Concern: Growing negative perception of the institution among students, staff, teachers, and local community members.

Clarification: The negative perception is largely due to a few individuals constantly criticising the institution. They ignore the excellent work being done and present even the positive actions of the Madrasah—internally and externally—in a negative light.

They ignore the positive achievements of the Madrasah, whilst considering it their perfection to put a negative spin on the positive achievements of the Madrasah.

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2. General Atmosphere of Discontent

Clarification: This, too, is primarily due to those few individuals who continuously spread negativity inside and outside the Madrasah.

- Concern: Teachers have submitted multiple written complaints about their treatment and work environment.

Clarification: No names have been mentioned in these complaints. If any teachers genuinely had issues with the Principal, they should have addressed them directly with him, where the matter could have been resolved. It is surprising that complaints are being made to others instead.

- Concern: Students expressed dissatisfaction with accommodation, lack of discipline, and negligence in academic and moral training.

Clarification: The deficiencies in accommodation facilities is not new—it has been an ongoing issue for years. Last year, several rooms were renovated, and this year, InshaAllah, the entire dormitory will be renovated at an estimated cost of R6–8 million, which is being overseen by the Principal and the management committee.

A hot water system for the entire dormitory is also being sourced. As for Ta'leem and Tarbiyah, both have significantly improved. Punctuality in congregational prayers in the masjid has increased, and the number of latecomers has decreased. The Principal always places high emphasis on tarbiyah in every consultation with the teachers.

After Maghrib and Esha, students are supervised with great care in the study hall (Dārul Mutāla'ah). Structured seating has been implemented, and active efforts are being made to cultivate enthusiasm for study and revision. These efforts have produced clearly visible results in classrooms, acknowledged even by the respected teachers themselves.

- Concern: Morale among staff is extremely low, and many seem demotivated.

Clarification: There are now more teachers than before, and all are fulfilling their duties. Not a single teacher has resigned out of frustration over such a lengthy period.

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### 3. Cleanliness and Hygiene Issues

- Concern: The institution is plagued by visible filth and disarray.

Clarification: All parts of the Madrasah, especially the masjid, study hall, and classrooms, are now cleaner than before.

- Concern: Toilets in the masjid, classrooms, and dormitories remain dirty due to staff shortages and are cleaned only once daily.

Clarification: Despite fewer staff, cleanliness is better than before. Naturally, due to constant use, toilets may occasionally appear dirty, but this should not be taken as habitual neglect.

- Concern: Carpets in the masjid and classrooms are stained and poorly maintained.

Clarification: Particular care is taken to keep both places clean. The carpets were professionally cleaned just a month ago.

- Concern: Student housing is extremely unhygienic.

Clarification: This problem is not new. Renovation started last year and InshaAllah will be completed this year, at an estimated cost of R6–8 million, which is being overseen by the Principal and the management committee.

- Concern: Kitchen is dirty and outdated.

Clarification: The kitchen is now significantly cleaner, and food quality has vastly improved—better than what many receive at home.

- Concern: Dustbins are always full.

Clarification: Garbage is now collected weekly by truck, and bins are neatly placed afterward—unlike before when they were scattered.

- Concern: Toilets and bathrooms remain unclean.

Clarification: They are cleaned daily and maintained as best as possible.

- Concern: Staff shortages have resulted in general neglect.

Clarification: Despite fewer staff, cleanliness has improved. It is a matter of merit that Only 30 staff are now doing what previously required over 50 staff.

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#### 4. Decline in Student Numbers

- Concern: Student numbers at the Eikenhof branch have dropped from over 100 to just 60, with similar decline in the main campus.

Clarification: The decline has been ongoing for years and is also due to the increasing number of new madrasahs. Previously, they were only a few Madaris. Now countless Madaris have opened.

A major factor, however, is individuals within the Madrasah who discourage others from enrolling or donating, tarnishing the reputation from within. In doing so, they created

contempt about their own Madrasah. No amount of regret regarding this behaviourism is sufficient.

On the other hand, by the grace of Allah Ta'ala, there has been a significant increase this year in the number of students in the Darul Iftaa compared to previous years. Due to a lack of space, six students had to be turned away. Despite recommendations from some of our esteemed senior scholars, certain students could not be admitted because of space constraints.

To address this challenge, the Respected Principal proposed relocating the Darul Iftaa to the Darul Hadith building. Consequently, for the benefit of the Darul Hadith and Mishkaat classes, two new classrooms—well-equipped, aesthetically pleasing, and fully facilitated—were constructed on both sides of the Masjid in a remarkably short period of time.

In Shaa Allah, on Wednesday, 4th Safar 1447 / 30th July 2025, the Dawrah Hadith students will be transferred to the new Darul Hadith premises.

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#### 5. Poor Project Management

- Concern: Poor execution of the Qurbani project damaged the institution's credibility.

Clarification: This year, the Qurbani project yielded a profit of R400,000, far more than in previous years. Despite the fact that some within the institution actively encouraged people to purchase animals elsewhere to the detriment of the Madrasah.

The Madrasah has also received more meat donations compared to the previous years.

- Concern: Community trust has been compromised due to mismanagement of such critical initiatives.

Clarification: it is incorrect to allege mismanagement. The financial benefit itself is proof of competent management. Complaining despite enjoying continuous benefits is nothing short of ingratitude.

Whilst living in the Madrasah and deriving benefit from it day and night, and still being ungrateful, can only be termed as being wretched and unfortunate.

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## 6. Disrespectful Treatment of Staff and Students

- Concern: Reports suggest that students and staff are not treated with dignity.

Clarification: The Principal's behaviour has always been respectful and compassionate. If reports are inaccurate, those who submitted them are to blame—not the Principal.

- Concern: The management style is seen as dismissive, authoritarian, and out of touch with institutional values.

Clarification: Any system sometimes requires firmness alongside wisdom. Doesn't the Shariah also blend beauty (jamāl) with majesty (jalāl)?

- Concern: Serious assessment is needed of how students and staff are treated.

Clarification: Anyone may present their complaint directly to the Principal, who, with Allah Ta'aala's help, strives to resolve every valid concern. For 37 years, his compassionate conduct has never led anyone to leave the Madrasah due to mistreatment.

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## 7. Neglect of Premises

- Concern: Campus and facility neglect. Gardens and pathways are overgrown and deteriorated.

Clarification: No one has been seen walking or driving over bushes. The entire Madrasah is clean and well-maintained—anyone may verify this at any time.

- Concern: Drains are blocked due to overgrown vegetation.

Clarification: No drains are blocked. Occasionally, strong winds blow debris into them, but they are cleared quickly. Once that is removed all the drains become clean. This happens every year.

- Concern: Overall maintenance is minimal.

Clarification: On the contrary, maintenance and cleanliness are now better than ever.

- Concern: Water leaks persist for days.

Clarification: As soon as a leak is reported, it is immediately repaired. Of course, the downpour of Qur'an, Hadith, and Fiqh continues—and perhaps some find this storm of blessings unpleasant.

- Concern: No staff available for emergency repairs after hours.

Clarification: Emergency staff are in place.

- Concern: General repairs are significantly delayed.

Clarification: Repairs are managed promptly, though when several tasks arise simultaneously, they are prioritised logically. This is a normal practice, and not something that one should complain about.

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## 8. Weak Discipline and Oversight

- Concern: Student discipline has deteriorated.

Clarification: Student discipline is actually improved. Students exit the Masjid after Asr in order and quietly—unlike before. There is no noise. This system was not evident previously. It is probable that those objecting imply discipline of the universities which is contrary to Shariah.

- Concern: Students miss prayers without consequence.

Clarification: Those who miss prayers are disciplined, and overall attendance at congregational prayers has improved. Besides disciplinary measures implemented by members of administration, they are also made to stand for a while in class.

- Concern: Lack of supervision during study hours has left boarding areas unmonitored.

Clarification: Through the grace of Allah Ta'ala, the current level of supervision in the study hall after Maghrib and Esha is perhaps unprecedented.

With the exception of a few students who are unwell, attendance is at 100%. Roll call is conducted after both Maghrib and Esha.

The positive impact of this excellent supervision is clearly visible in the classrooms. Students who previously did not prepare or read their lessons to the Asaatizah have now begun doing so.

- Concern: Poor oversight has worsened discipline issues.

Clarification: The supervision provided by the management is commendable. Any complaints raised by students in the boarding are promptly communicated through the supervisors' group. Similarly, in cases where a student is unwell or has a valid excuse and has been granted permission by the office to be absent from class, the student's name is shared in the supervisors' group. Disciplinary measures are administered appropriately whenever a student is found to be at fault.

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#### 9. Security Failures

- Concern: Only one untrained guard is stationed at the main gate.

Clarification: The trained guard is on sick leave and will return shortly, InshaAllah.

- Concern: Guard is unfamiliar with students and visitors, allowing students to leave the premises freely.

Clarification: The appointment of the security company is not something new, but has been in place from before. The security company rotates staff as per their policy. Therefore, to blame the present management is incorrect.

Arrangements for an alternative solution will be made soon Inshallah.

- Concern: Removing trained guards has collapsed the security system.

Clarification: The security guard has not been dismissed; the current situation is due to sick leave.

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## 10. General Administrative Crisis

- Concern: There is an overall crisis in management. The institution is visibly in a state of decline, and poor leadership and ineffective administration are widely seen as the root causes of this deterioration. The current trajectory is unsustainable unless swift and strategic changes are implemented.

Clarification: How is it possible that the strong leadership of 37 years has suddenly become weak? Whilst it is true that there has been a decline in student numbers, and although mutual differences play a role, one of the major contributing factors is the conduct of certain individuals. Despite residing within the Madrasah, they continuously engage in criticizing the institution and highlighting its faults. In doing so, they are effectively sawing off the very branch upon which they themselves sit.

There have been instances where they have contacted individuals intending to send their children to the Madrasah, only to discourage them. At times, they have even prevented potential donors from contributing to the institution.

Do they not realize that dishonouring the Madrasah is tantamount to dishonouring Islam and the Muslim community at large?

Do they not witness the students present in the Masjid even before Fajr?

The blindfold of prejudice and bias has been tied so tightly that they cannot see the sun shining clearly at midday.

Can they not hear the Qur'an being recited by students before and after Fajr?

Are they blind to the students' commitment to performing Salah in congregation and the noticeable decrease in those who arrive late?

Can they not perceive the passion for knowledge alive within the students, who remain absorbed in Muta'la'ah (preparation of new lessons) and Takrar (revision) daily after Maghrib and Esha in the study hall?

Are they deaf to the constant praise—on the tongues of visitors and residents alike—about the high quality of the food prepared in the kitchen?

If only they had the eyes to see the good! How tragic it is that, due to some minor personal grievances, they have begun to harm their own Madrasah, their own Islam, and their own Muslim community.

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We request all members of the Shura, well-wishers, and affiliates to engage in honest self-reflection and work to reform their own shortcomings. Let every individual actively promote the Madrasah's positive aspects both within and outside its walls. Students too should be encouraged to spread goodness.

Once again, we appeal to all stakeholders to contribute positively within their respective roles and avoid criticism or negativity. Let us collectively strive for the growth, honour, and continued success of the Madrasah.

May Allah grant all of us sincerity and enable us to render our religious duties with focus and dedication. May He accept our efforts and make them a means of reward in the Hereafter. Āmeen.

Signed

Mufti Ridha Ul Haq Saheb

Moulana Sulaiman Choksi Saheb

Mufti Muhammad Ali Saheb

Moulana Uthmaan Mewati Saheb

Qari Rasheed Dabhelia Saheb

Moulana Abbaas Sarigat Saheb

Moulana Abdul Quddoos Qasmi Saheb

Moulana Burhaan Mia Saheb

مفتی رضا الحق صاحب  
مولانا سلیمان چوکی صاحب  
مفتی محمد علی صاحب  
مولانا عثمان مواتی صاحب  
قاری رشید دابھلیا صاحب  
مولانا ابباس ساریگت صاحب  
مولانا عبدالقُدوس قاسمی صاحب  
مولانا برہان میا صاحب