



DECISION

Complaint No.:

POS/1616/2024/N-13

**Name and address
of the complainant :**

Mst. Noor Jehan widow of Muhammad Saleem,
R/o. House No.C-656, Misri Mohalla, Tando Adam,
District Sanghar.

**Name of the Agency
Complained against :**

Home Department, Government of Sindh.

**Name & Designation of
Investigating Officer :**

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST ALLEGED INORDINATE
DELAY IN PAYMENT OF MEDICAL
REIMBURSEMENT CHARGES OF DECEASED
HUSBAND OF THE COMPLAINANT**

Complaint

Mst. Noor Jehan filed an online complaint dated 22.03.2024 wherein she stated that her late husband, Muhammad Saleem was Head Constable, Police Department. She had spent a lot of amount on treatment of her husband but he could not survive. She has submitted his medical bills for reimbursement, which is pending due to lengthy correspondence between Home Department and Accountant General Sindh since 2022. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), subject to submission of mandatory affidavit on Form- A and other relevant documents and by condoning the delay.
3. This office issued notice to the Secretary, Home Department for report vide letter dated 15.05.2024 followed by reminders. The Section Officer (Police-II), Home Department informed vide letter dated 24.10.2024 that the original bills and other relevant documents for sanction of Rs.60,800/- have been forwarded to the Finance Department.
4. This office issued a letter dated 18.11.2024 to the Secretary, Finance Department to expedite the case of the complainant. In response, the Section Officer (Medical-II) Finance Department informed vide letter dated 29.11.2024 that the RMC claim of the complainant has been approved and audit copy authenticated on 22.11.2024.
5. The report of the Finance Department was sent to the complainant for rejoinder vide letter dated 12.12.2024, who in response informed vide letter dated 01.01.2025 that the reimbursement bill has been submitted in the office of A.G. Sindh for payment. Her grievance has been redressed and offered thanks to this Institution. She requested to close further proceedings on her complaint.

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Findings

6. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

Decision

7. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.

Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 13th January, 2025

