



## **DECISION**

Complaint No. : POS/3131/2023/RM-134

Name and address of the complainant : Mr. Bhano Mal S/o. Kheta Ram, worker of Dadu Cotton Factory, Jhol Road, Tando Adam, District Sanghar.

Name of the Agency Complained against : Sindh Employees Social Security Institution (SESSI).

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I Regional Director, Mirpurkhas.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST FAILURE TO PAY MEDICAL REIMBURSEMENT CHARGES TO THE COMPLAINANT.**

### **COMPLAINT:**

Mr. Bhano Mal filed a complaint dated 14-04-2023 wherein he stated that he is a registered worker of Sindh Employees Social Security Institution (SESSI) and was isolated due to Covid-19. During his illness, he spent an Rs.160,000/- on his treatment and submitted bills for reimbursement of medical claim to the Chief Medical Officer, Sindh Employees Social Security Institution (SESSI) Hyderabad on 28-09-2021. Since then, he is moving from pillar to post for sanction of the medical reimbursement claim. Aggrieved by that, he solicited intervention of this Institution.

### **PROCEEDINGS:**

2. The complaint was admitted U/S-10 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), after receiving mandatory documents/ affidavit on Form-A and by condoning the delay.
3. This office issued notice dated 13-07-2023 to the Chief Medical Officer, SESSI Hyderabad for report, who in response informed vide letter dated 22-07-2023 that the reimbursement of medical claim of the complainant Bhano Mal of M/s Dado Cotton Factory was regretted by the authority due to the reason that he was not referred by SESSI for medical treatment. He spent such amount at his own without referral by the SESSI.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 24-08-2024, who in response, submitted that he was suffering from Covid-19 and isolated, therefore, he could not obtain referral letter from the notified dispensary of SESSI.
5. The case was heard on 17.10.2024, attended by the Chief Medical Officer, SESSI and the complainant. He submitted copies of medical bills and explained the circumstances which were beyond in his control to obtain referral letter from SESSI. The Chief Medical Officer, SESSI assured that his case will be submitted afresh for the approval of Commissioner, SESSI.
6. Subsequently, the Chief Medical Officer submitted report dated 04.12.2024 that the reimbursement of medical bill of the complainant has been approved and a cheque dated 03.12.2024, amounting to Rs. 149,542/- has been issued to the complainant who appeared before Investigation, officer, Mirpurkhas on 09.12.2020 and filed a written statement that his grievance has been redressed.



**FINDINGS:**

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

**DECISION:**

8. In view of the above and in exercise of powers vested in me U/s-11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed.

*Given under my hand and seal of the office*

**Sd /-**

**(Muhammad Sohail Rajput)**  
**Sitara-e-Imtiaz. PAS**  
**Ombudsman, Sindh**

Karachi, dated 10<sup>th</sup> January, 2025

