



DECISION

Complaint No. : POS/149/2024/HYD/52

Name and address of the complainant : Mr. Muhammad Urs s/o Mehram Khan
R/o Chamber, Taluka Chamber,
District Tando Allahyar.

Name of the Agency Complained against : District Manager, PPHI, Tando Allahyar

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Muhammad Naseer Jamali, Advisor-N

Vetted by :

Subject :

COMPLAINT AGAINST INCHARGE BASIC HEALTH UNIT NASEER KHAN LAGHARI ALLEGING REFUSAL TO PROVIDE AMBULANCE FOR SHIFTING OF A SERIOUS PATIENT TO HYDERABAD HOSPITAL

Complaint

Mr. Muhammad Urs filed a complaint dated 29.12.2023 wherein he stated that he approached the Incharge Medical Officer, Basic Health Unit, Naseer Khan Laghari for an ambulance in order to shift a serious patient to a Hyderabad Hospital but he refused on the plea that the driver of ambulance is not available and the ambulance is not equipped with required facilities. They took the patient to Hyderabad hospital but the doctors informed that it has been too late and the patient expired. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) 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 dated 21.03.2024 to the District Manager, PPHI Tando Allahyar for report, who in response informed vide letter dated 01.04.2024 that the patient was in a stable condition and as per policy of PPHI, the ambulance services can be provided to pregnant women at the time of delivery case, victims of road accident and patients with myocardial infarctions or cerebrovascular accidents. He admitted that the post of ambulance driver was vacant.

4. The report of the agency was sent to the complainant for rejoinder vide letter dated 05.07.2024, who in response reiterated his version that their patient was in a serious condition who expired next day. The rejoinder of the complainant was forwarded to the District Manager, PPHI Tando Allahyar vide letter dated 22.08.2024. In response, the Admin Officer, PPHI Tando Allahyar appeared before Investigating Officer Hyderabad on 23.09.2024 and informed that the matter has been resolved with the complainant and a driver for ambulance has been posted.

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5. The complainant appeared before Investigating Officer Hyderabad on 15.10.2024 and filed a written statement that the agency has posted a driver for ambulance after his complaint. He requested to close further proceedings on his complaint.

Findings

6. The investigation of the complaint established maladministration against the agency for failure to provide ambulance service for the critically ill patient.

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I, hereby direct the Chief Executive Officer, PPHI Sindh to enquire into this complaint and take further action on the findings of enquiry and ensure that all vacant positions of ambulance drivers under his jurisdiction are filled on priority. The details of action taken in this regard shall be apprised to this office in 60 days.

Given under my hand and seal of the office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz, PAS

Ombudsman Sindh

Karachi, dated 4th February, 2025