



## **DECISION**

**Complaint No. :** POS/268/2021/B-04

**Name and address of the complainant :** Mr. Zeeshan Ali, S/o. Zahid Ali,  
House No. 60, Mustafa Town,  
Near Nazir Hussain Park Jarwari Shakh,  
Mirpurkhas

**Name of the Agency complained against :** School Education Department / Finance Department

**Name & Designation of Investigating Officer :** Mr. Ghulam Sarwar, Advisor-J

**Subject :-** **ALLEGED DELAY IN GRANT OF SANCTION FOR REIMBURSEMENT OF DUES TOWARDS MEDICAL TREATMENT OF THE COMPLAINANT.**

### **COMPLAINT**

A complaint was filed by Mr. Zeeshan Ali S/o. Zahid Ali on 18.01.2021 against School Education Department / Finance Department alleging delay in payment of dues regarding sanction for reimbursement of dues towards medical treatment of the complainant. Despite his attempts to resolve the matter by submitting requests to the departments, they failed to address his request. He, therefore sought intervention from this Institution.

### **PROCEEDINGS**

2. The matter was taken-up with the concerned Agencies i.e Secretary, School Education & Literacy Department, and the Secretary Finance Department vide letter dated 01.02.2021, followed by series of reminders. After hectic efforts, Agency in its letter dated 26.01.2023 reported that Medical reimbursement amounting to Rs.3,704,199/- in favour of Mr. Zeeshan Ali, PET, GBHS Mirpurkhas has been issued which has been received by the complainant on 19.05.2022. Agency, therefore requested for closure of his complaint.

3. Report of the Agency was sent to the complainant for information and filing of comments if any, followed by multiple reminders but complainant has not responded which indicates that complainant has received his claim of Medical Reimbursement and he is not interested in replying to the correspondence of this secretariat.

### **FINDINGS**

4. Scrutiny of the case revealed that initially Agency was delaying the matter and on the intervention of this Institution, Agency has forwarded the case of Medical Reimbursement to the concerned Agency and informed that Medical claim has been reimbursed to the complainant. The complainant's grievances has been redressed and as such complaint may be closed.

(Continued at P/2)



5. The complainant was asked to submit comments / confirmation of the Agency's report but he did not reply despite several reminders. From this it was concluded that he received payment and is not interested to reply or persue the complaint.

**DECISION**

6. 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) the complaint is disposed of and consigned to record as redressed.

*"Given under my hand and seal of office"*

**Sd /-**

**( MUHAMMAD SOHAIL RAJPUT )**

**Sitara-e-Imtiaz. PAS**

**Ombudsman Sindh**

**Karachi, dated 30<sup>th</sup> July, 2025**

