



## **DECISION**

Complaint No. : POS/6039/KR-161/2024

Name and address of the complainant : Mr. Muhammad Saleem Yousuf,  
R/o. House No. 45, Street No. 21/B,  
Sector 32-A, Zia Colony, Korangi No.1, Karachi

Name of the Agency Complained against : Home Department

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,  
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **DELAY IN REIMBURSEMENT OF MEDICAL CHARGES IN RESPECT OF SON OF THE COMPLAINANT.**

### **COMPLAINT**

A complaint was received from Mr. Muhammad Saleem Yousuf through the Wafaqi Mohtasib (Sindh) vide letter No. WMS-APP/0024637/24 dated: 10.12.2024. The complainant reported an inordinate delay in the reimbursement of a medical claim amounting to Rs.105,327/-, submitted nearly two years ago to Home Department. The claim pertained to medical expenses incurred on the treatment of his son, who unfortunately passed away.

### **PROCEEDINGS**

2. The complaint was conditionally admitted against the Home Department, subject to the submission of a formal signed complaint supported by relevant correspondence with the agency, an Affidavit on Form-A, and a copy of the CNIC. The complainant subsequently fulfilled these requirements, and the case was referred to the Home Department for report / comments.
3. On 13.02.2025, the Section Officer (Police-II) contacted the Investigating Officer through phone and confirmed that the claim had been approved and a sanction order for Rs.105,327/- had been issued. He requested that the complainant be advised to collect the original vouchers and the sanction order to proceed with the issuance of the cheque.
4. The complainant was accordingly informed, after which he collected and submitted the required documents to the relevant department. He has expressed his gratitude to the Office of Ombudsman for its timely intervention in resolving the matter.



**FINDINGS**

5. The complainant's reimbursement claim of Rs.105,327/-, related to the treatment of his deceased son, remained unresolved for nearly two years. The delay was due to lack of follow-up by the concerned department. Following this Office's intervention, the claim was approved, and the necessary documents were issued and submitted for cheque processing.

**DECISION**

6. In view of the above, the complaint stands disposed of as redressed.

*Given under my hand and seal of office.*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated; 23<sup>rd</sup> April, 2025