



DECISION

Complaint No. : POS/9551/2023/NWS-172.

Name and address of the complainant : Mr. Ali Asghar Zardari & others, R/o Village Faqir Rasool Bux Zardari, U.C. Bucheri, Taluka Daur, District Shaheed Benazirabad.

Name of the Agency Complained against : Health Department.

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.

Subject : **COMPLAINT REGARDING ALLEGED NON-AVAILABILITY OF BASIC FACILITIES IN DISPENSARY, FAQIR RASOOL BUX ZARDARI VILLAGE DISTRICT SHAHEED BENAZIRABAD.**

THE COMPLAINT:

Mr. Ali Asghar Zardari & others filed joint complaint dated 28.11.2023 stating that the Medical Dispensary at Faqir Rasool Bux Zardari has been operating since 2010. He had frequently approached the District Health Officer, Shaheed Benazirabad regarding the repair of a non-functional electricity transformer as well as for issues such as the poor condition of the washroom, inadequate drainage, the low height of the boundary wall, broken furniture, and lack of a water tank which cause hardship to both patients and staff, but of no avail. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date), after receiving mandatory Affidavit on Form "A", copy of CNIC and by condoning delay.
3. This office issued letter to the District Health Officer, Shaheed Benazirabad vide letter dated 08.01.2024. In response vide his letter dated 21.08.2024 he informed that the Medical Dispensary has been handed over to the PPHI. The matter was take up with the District Manager PPHI Sindh, Shaheed Benazirabad. He informed vide letter dated 09.10.2024 that the necessary measures have been taken at the Medical Dispensary, Faqir Rasool Bux Zardari i.e restoration of Electricity, providing of medicine, furniture, operationalisation of OPD with posting of required staff etc.

4. The complainant appeared before the Investigating Officer, Shaheed Benazirabad on 15.10.2024 and filed written statement wherein he confirmed the Agency's Report and expressed thanks to this Institution for the redressal of his grievances.

FINDINGS:

5. On the intervention of this Institution, required facilities at Medical Dispensary Faqir Rasool Bux Zardari have been provided by the Agency and complaint stands redressed.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 31st December, 2024