



DECISION

Complaint No. : POS/RO-NF-16/25/NFZ-22

Name and address of the complainant : Mr. Javed Ali Bhurt,
Bhorthi No.1, P.O. Bhorthi, Taluka Kandiaro,
District N'Feroze

Name of the Agency Complained against : Health Department/PPHI, N'Feroze

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED MISBEHAVIOUR AND NON-TREATMENT OF MINOR SON OF THE COMPLAINANT AT THE PPHI HOSPITAL BHORTI. ILLEGAL SALE OF MEDICINES BY THE INCHARGE OF THE HOSPITAL AND STAFF ALSO ALLEGED

THE COMPLAINT

Mr. Javed Ali Bhurt filed a complaint on 31.01.2025 stating therein that he went to PPHI Hospital, Bhorthi for the medical treatment of his 4 years old son. But Dr. Sikandar Soomro, Incharge MO and other staff of the said Hospital instead of providing any treatment misbehaved with him. He further alleged that Dr. Sikander Soomro and his staff were involved in corruption and sale of government medicines illegally. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay. Then after completion of the codal formalities, the matter was taken up with the District Support Manager (PPHI), N'Feroze vide letter dated 13.02.2025. In response, he personally visited the PPHI Hospital at BHU Bhorthi and submitted his inquiry report vide letter dated 20.02.2025. The District Support Manager, PPHI, found that the complainant and his family had been regularly availing health care services from the said health facility; three of his children were delivered there. On 31.01.2025, the complainant visited the hospital and demanded some medicines from the staff without any justification. On refusal, he misbehaved and threatened the incharge Medical Officer and other para-medical staff. The report further stated that video recording of the said incident was available with the Incharge, Medical Officer, PPHI Hospital, Bhorthi

for further investigation. The matter was fixed for hearing vide letter dated 26.02.2025. During hearing on 12.03.2025, the complainant appeared and filed an application that he had patched-up with the doctor and staff of the said PPHI Hospital before Nek Mard of his village. Therefore, he did not want further inquiry in the matter and requested for closing his complaint. With regard to illegal sale of medicines, Dr. Sikandar Soomro, Incharge Medical Officer, BHU Bhorthi submitted his report on 19.03.2025 according to which a proper check and balance system was prescribed to keep the record of medicines at the said hospital after their receipt till delivery to the patients, through a computerized program and maintenance of stock registers on daily basis. Moreover, monitoring was ensured through weekly, monthly and quarterly inspections of the stocks of medicines by the higher supervisory officers of the PPHI. Hence theft of medicines was not possible from the PPHI health facility in view of such a sound record keeping and monitoring system.

DECISION

3. In view of the above, since the complainant does not want to pursue his complaint and no case of mal-administration is made out against the Agency, no further action is required in the matter. Therefore, the complaint is disposed of as withdrawn and the file consigned to record.

Given under my hand and seal of Office.



Sd /- (MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

5th August, 2025