



DECISION

Complaint No. : POS/9579/2023/HYD/600

Name and address of the complainant : Mr. Bashir Ahmed
R/o Mulakatiyar District
Tando Muhammad Khan.

Name of the Agency Complained against : District Manager, Public Private Health Initiative (PPHI),
Tando Muhammad Khan

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

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST PPHI TANDO MUHAMMAD KHAN ALLEGING NON-FUNCTIONAL BASIC HEALTH UNIT AT MULAKATIYAR, DISTRICT TANDO MUHAMMAD KHAN

Complaint

Mr. Bashir Ahmed filed a complaint dated 13.11.2023 wherein he stated that Basic Health Unit at Mulakatiyar is working under the administrative control of PPHI Sindh. He alleged that he has never seen any doctor and para-medical staff on duty and equipments are out of order. 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 28.12.2024 to the District Health Officer, Tando Muhammad Khan and Director, PPHI Hyderabad for report, followed by a hearing notice. The Assistant District Health Officer, Tando Muhammad Khan attended hearing on 13.03.2024 who informed that the said health unit comes under the administrative control of District Manager, PPHI Tando Muhammad Khan.
4. Pursuant to that, this office issued a hearing notice dated 20.03.2024 to the District Manager, PPHI Tando Muhammad Khan for report. The case was heard on 05.04.2024, attended by District Coordinator PPHI, Tando Muhammad Khan who submitted report that the BHU Mulakatiyar is a 24/7 health facility, the building is newly inaugurated and is being equipped with staff, medicines and allied services.
5. To ascertain the ground realities, the Investigating Officer Hyderabad visited the BHU Mulakatiyar on 05.09.2024 in the presence of Medical Officer, Head Quarter (PPHI), District Officer, PPHI and Social Organizer, PPHI. The BHU was found properly functional with a doctor, para-medical staff and required facilities.

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6. The complainant vide written statement dated 19.12.2024 confirmed the redressal of his grievance and requested to close the case.

Findings

7. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

Decision

8. 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 as redressed.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 4th February, 2025