



DECISION

Complaint No.	:	POS/1193/2023/HYD/87
Name and address of the complainant	:	Mst: Izhar Begum d/o Sharfuddin Channa R/o H.No: 20-36, Tando Wali Muhammad, Hyderabad.
Name of the Agency Complained against	:	School Education Department, Government of Sindh.
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	<u>COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF REIMBURSEMENT OF MEDICAL CHARGES (RMC) TO THE COMPLAINANT</u>

Complaint

Mst. Izhar Begum filed a complaint dated 20.01.2023 wherein she stated that she was working as Primary School Teacher during the year 2014. She suffered from cancer and incurred heavy amount on her medical treatment during the years, 2014 and 2015. Her case for Reimbursement of Medical Charges (RMC), amounting to Rs.1,590,813/- was recommended by the Special Medical Board Hyderabad during its meeting held on 03.09.2015. Her case was forwarded to the School Education Department by the Deputy Director (Finance) Directorate of Primary School Education Hyderabad vide its letter dated 25.11.2015. Since then, her case for payment of RMC has not been decided due to lengthy correspondence between School Education Department and Finance Department on account of various reasons/objections etc. Aggrieved by that, she 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) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued a notice dated 03.03.2023 to the Director, Primary Schools Education Hyderabad and Section Officer (B&F) School Education Department for report, followed by reminders. The case was heard on various dates. The Section Officer (Coordination) School Education Department informed vide letter dated 31.10.2023 that a letter has been issued to the Medical Superintendent, Civil Hospital Hyderabad for the attestation/stamp on the medical bills of the complainant.

4. Finally, the Secretary, School Education Department submitted a Note for Chief Secretary Sindh vide dated 24.04.2025 through Secretary, Finance Department that as per policy, the claims of RMC exceeding Rs.1.0 million and upto Rs.2.0 million are to be approved by the Chief Secretary Sindh. The said Note was returned back with the remarks that most of the bills are not in original and this particular claim has already crossed the eligibility period of three years as mentioned in para-3 of RMC policy as under:

"the claims which are more than three years old shall not be entertained and the same be treated as time barred cases. It is further clarified that the cut off date for counting of three years will be date on which reimbursement claim is received in respective Administrative Department".

5. The case was heard on 01.09.2025 wherein the complainant has provided the relevant documents and a report was obtained from Secretary School Education Department vide letter dated 03.09.2025. The Section Officer (C-II), School Education Department submitted report vide letter dated 25.09.2025 which revealed the following facts.

- i. The case for RMC of the complainant was forwarded by the Directorate of School Education Department Hyderabad vide letter dated 25.11.2025 which was sent to Finance Department during the year-2016 but the same was returned back by Finance Department with some objections. However, all original bills/vouchers alongwith NAC and report of Special Medical Board were returned vide letter dated 19.07.2016.
- ii. The objections of Finance Department were sent to the Director, Primary Schools Hyderabad for submission of required information vide letter dated 26.09.2016. After that, the case was resubmitted to Finance Department vide letter dated 27.12.2016 but the same was returned back vide letter dated 28.04.2017 with the remarks that a summary for Hon'ble Chief Minister Sindh be floated.
- iii. The School Education Department floated a summary for Hon'ble Chief Minister Sindh vide dated 24.06.2019 and the same was returned back by Finance Department vide dated 20.07.2019 with following observations:
 - a. Detailed statement of bills duly signed & stamped by the authorities.
 - b. Investigation/Diagnosis Report(s)
 - c. Copy of CNIC
 - d. Copy of Pay Slip (current month)
- iv. After that the Secretary, School Education Department submitted a Note for Chief Secretary, Sindh, being competent authority as detailed above in para-4.

6. The Section Officer (MRI) School Education Department vide his report dated 25.09.2025 also admitted that the documents pertaining to this case were misplaced and the complainant was advised to provide a fresh set of documents but no enquiry with regard to misplacement of original record was initiated.

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Findings

7. There has been a lengthy correspondence as mentioned in Para-5 above. The complainant is not at fault and the case was timely submitted before the Administrative Department as required in Para-3 of RMC policy.

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), I, hereby direct the Chief Secretary Sindh to consider the case of the complainant for payment of Reimbursement of Medical Charges (RMC) as she had submitted the claim before Administrative Department within the time limit as prescribed under RMC policy but it was delayed due to lengthy correspondence between the departments and the complainant was not found to be responsible for delaying the matter.

