



## **DECISION**

Complaint No. : **POS/5852/2022/B-72/J**

Name and address of the complainant : Professor Muhammad Saeed Arayne (Rtd),  
R/o. Lignum Towers, Flat No.202, Al-Gurair Giega,  
DHA-2, Islamabad.

Name of the Agency Complained against : **University of Karachi.**

Name & Designation of Investigating Officer : Muhammad Misbah Tunio  
Advisor-J

Vetted by :

Subject : **COMPLAINT AGAINST NON-REIMBURSEMENT OF MEDICAL EXPENDITURE AND ARREARS OF RESTORATION OF COMMUTED PORTION OF PENSION TO THE COMPLAINANT BY KARACHI UNIVERSITY.**

### **THE COMPLAINT**

Professor Muhammad Saeed Arayne (Rtd), filed a complaint dated 29.09.2022, wherein he stated that he had served in Chemistry Department of the University of Karachi for 31 years and retired on 15.12.2009. He alleged that reimbursement of medical expenditure and arrears of restoration of commuted portion of pension were not being paid to him by Karachi University. He therefore solicited intervention of this Institution.

### **PROCEEDINGS.**

2. The complaint was admitted under Section 10 of the Establishment of Office of Ombudsman for the Province of Sindh Act 1991 (amended up-to-date) after condoning the delay.

3. The matter was taken up with the Agency vide letter dated 18.10.2022 for comments. After extensive correspondence, Chief Accountant, University of Karachi vide letter dated 19.07.2023 informed that as per available record medical reimbursements and monthly pension were already being paid to the complainant regularly through his bank account. However, arrears of restored commuted pension were under process. After revision of budget of current financial year (2023-24) approved by the Competent Authority, an amount of Rs.184,722/- on account of arrears of commuted pension would be paid to the complainant.



4. Subsequently, the Registrar, University of Karachi vide letter dated 25.10.2023 forwarded report dated 23.10.2023 of Senior Medical Officer of the University, which revealed that Medical Bills of the complainant were checked and processed in accordance with applicable rules and regulations and reimbursement of medicines for chronic ailments were allowed while out of city treatment was not allowed as per rules.

5. A copy of the Agency's report was sent to the complainant vide letter dated 15.11.2023 for his rejoinder, but no response was received from him despite issuance of multiple reminders including a Final Reminder issued on 07.11.2024.

**DECISION.**

6. Under the circumstances, since the complainant seems to have lost his interest to pursue his complaint, I, therefore, 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 (amendment up-to-date), do hereby dispose of the complaint on account of non-prosecution.

"Given under my hand and seal of office."



**Sd/-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated ~~26th~~ December, 2024.

