



DECISION

Complaint No. : POS/7438/ROK-215/(Khp)/2023

Name and address of the complainant : Haji Dost Muhammad S/o Inam Ali
R/o Village Haji Inam Ali Shar, P.O Sorah, Lalwari,
Taluka Nara, District Khairpur.

Name of the Agency Complained against : Health Department

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **COMPLAINT AGAINST NON-FUNCTIONING OF DISPENSARY / BASIC HEALTH CENTRE SINCE 2012.**

COMPLAINT

Haji Dost Muhammad filed an online complaint on 15-09-2023 stating that a Dispensary was constructed in 2012 at Village Haji Inam Ali Shar, Taluka Nara, District Khairpur, by the Health Department, Government of Sindh. However, no doctors, para-medical, or other supporting staff were posted by the Health Department. As a result, the people of five villages had been deprived of medical facilities. He, therefore, sought the intervention of this Institution.

PROCEEDINGS

02. 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), by condoned, the delay in filing it and subject to the submission of the original signed complaint, an Affidavit on Form "A" and a copy of the CNIC.

03. After completing the codal formalities, the matter was taken up with the District Health Officer, Khairpur, for comments. In response, the District Health Officer, Khairpur, reported on 14-10-2024 that Dispensaries / Basic Health Units were under the administrative control of the PPHI. The report further stated that the Dispensary in Village Haji Inam Ali Shar was not functional due to the budgetary issues.

04. The Agency's report was shared with the complainant on 18-10-2024 for his rejoinder. However, the complainant did not respond to the report, despite repeated reminders.

05. Meanwhile, the District Health Officer, Khairpur, reported that he had moved a summary to the Secretary, Health Department, Government of Sindh, for the sanction of SNE and the recruitment of staff for the dispensary on 20-01-2025.

Continued at P/2

DECISION

06. In light of the foregoing, the complaint is hereby disposed of. However, in the exercise of the powers vested in me under Section 11 of the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991 (amended up to date), I hereby direct the Secretary, Health Department, Government of Sindh, Karachi to resolve this matter of public importance and report compliance within 90 days.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated **30th** April, 2025

