



## **DECISION**

Complaint No. :

POS/134/2024/KC

Name and address  
of the complainant :

Mr. Muhammad Farhan Qazi,  
R/o. House No. 1945, Block-02, Azizabad, F.B. Area,  
Karachi.

Name of the Agency  
complained against :

Education Department

Name & Designation of  
Investigating Officer :

Mr. Iqbal Nafees Khan  
Regional Director, Karachi Central.

Subject :-

**INORDINATE DELAY IN RE-IMBURSEMENT OF  
MEDICAL CHARGES**

### **COMPLAINT**

Mr. Muhammad Farhan Qazi, Assistant Professor (BPS-18), Shaheed-e-Millat Government Degree College for Women, Azizabad, Karachi, lodged a complaint on 25.10.2024, stating that despite his repeated efforts, an amount of Rs. 2,98,000/= incurred on his wife's surgery in 2022 had not been reimbursed. He, therefore, sought the intervention of this office for redressal of the issue.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), after condoning the delay. Upon submission of an affidavit on Form- "A" by the complainant, the matter was referred to the Agency for comments.
3. In response, the Regional Director, Directorate of College Education, Karachi Region, through a letter dated 21.11.2024, informed that the complainant's case had been forwarded to the Director General Colleges, Sindh, Karachi on 09.03.2023, and subsequently to the Secretary, College Education Department, Government of Sindh, Karachi on 10.04.2023 for approval.
4. The Agency's report was shared with the complainant through this office letter dated 25.11.2024, followed by two reminders for submission of a rejoinder. Thereafter, the complainant submitted a letter dated 30.07.2025, confirming that, due to the intervention of the Provincial Ombudsman Sindh, the medical reimbursement had been received. He also expressed his gratitude to this office.

### **DECISION**

5. In view of the above, the matter stands redressed and is disposed of accordingly.

***Given under my hand and seal of this office.***



*Sd /-*

(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz (PAS)  
OMBUDSMAN SINDH  
Karachi, dated; 26<sup>th</sup> August, 2025