



DECISION

Complaint No.	:	POS/ROM/183/2025/RM-235
Name and address of the complainant	:	Mr. Dost Ali, R/o. Village Gulzar Khalil, Deh-Shah Hassan, Taluka Samaro District Umerkot.
Name of the Agency Complained against	:	District Manager, PPHI Umerkot
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF AID ON ACCOUNT OF SINDH SOCIAL PROTECTION AUTHORITY

Complaint

Mr. Dost Ali filed a complaint dated 02.05.2025 wherein he stated that the delivery of his child was done at PPHI Samaro Centre. His wife has been paid an aid, amounting to Rs.4,500/- instead of approved rates of delivery as provided under Sindh Social Protection Authority (SSPA). Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 09.05.2025 to the District Manager, PPHI Umerkot for report, who in response informed vide letter dated 20.05.2025 that the PPHI is working in collaboration with Sindh Social Protection Authority (SSPA) and conditional cash transfer program for registered patients is provided for regular visits to complete all sixteen stages. The complainant's wife has visited at four stages and she has been paid aid for two visits and payment of remaining two visits is under process.
4. A copy of the agency's report was sent to the complainant for rejoinder vide letter dated 27.05.2025 but he did not respond. The case was heard on 02.09.2025, attended by the District Head, SSPA Umerkot, District Manager PPHI Umerkot and the complainant. The agency furnished a report dated 02.09.2025 with regard to payment of aid to the wife of the complainant as under:

S.No.	Compliance	Visit date	Health facility	Payment	Date
1.	Safe delivery	18-08-2023	BHU Samaro Road	Rs.6,000/-	06-02-2025
2.	Postnatal care-I	18-08-2023	-do-	1,500/-	-do-
3.	Birth registration	08-10-2024	-do-	3,000/-	31-12-2024
4.	15 months EPI	11-11-2024	-do-	1,500/-	27-01-2025

6. The complainant filed a written statement showing satisfaction on the report of agency as he has been paid admissible amount of aid as per policy of Government of Sindh.

Findings

7. On the intervention of this Institution, grievance of the 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 Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

Sd/-

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

Karachi, dated 20th October, 2025

