



DECISION

Complaint No. : POS/62/2025

Name and address of the complainant : Mr. Syed Ismail Shah,
R/o Village Syed Abu-Talib Shah, Taluka & District Dadu.

Name of the Agency Complained against : District Accounts Officer, Dadu.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah,
Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui,

Subject : **COMPLAINT AGAINST INORDINATE DELAY IN PAYMENT OF REIMBURSEMENT OF MEDICAL CHARGES.**

COMPLAINT

Mr. Syed Ismail Shah, filed this complaint on 16, April 2025, stating that he is an employee of District Police Dadu. He submitted a medical reimbursement bill to his department amounting to Rs.257,854/- which was passed by the concerned Medical Superintendent. Consequently, Home Department issued a sanction order which was submitted in District Account Office, Dadu. Since then, he is running from pillar to post for the reimbursement of his medical bill. Being aggrieved he has requested for intervention of this Institution in the matter.

PROCEEDINGS

2. 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) after receiving mandatory Affidavit on Form 'A' and other relevant documents and by condoning the delay.

3. The matter was taken up with the Agency vide this office's letter dated 21, April, 2025. In response, District Accounts Officer, Dadu vide letter dated 18, June 2025 informed that payment regarding the medical reimbursement charges in favour of Syed Ismail Shah amounting to Rs.257,854/- has been made in the month of May 2025. Copy of SAP generated report was enclosed as an evidence.

4. This office has contacted the complainant on his cell No.0317-3344515 on 26, June 2025, when he stated that Agency was deliberately delaying the matter, however, after the intervention of this Institution, the matter was resolved. The complainant has requested for closure of his case.

DECISION.

5. 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), the complaint is disposed of and consigned to record, as redressed.

Given under my hand and seal of office.



Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 28th August, 2025