



DECISION

POS/KR-12/2024

Complaint No. :

Name and address
of the complainant :

Name of the Agency
complained against :

Name & Designation of
Investigating Officer :

Subject :-

Mst. Aisha Irshad, House No.8, Korangi No.2, Karachi.

Town Municipal Corporation (TMC), Liaquatabad

Mr. Iqbal Nafees Khan
Director, Regional Office, Korangi, Karachi

UNDUE DELAY IN REIMBURSEMENT OF MEDICAL EXPENSES IN RESPECT OF COMPLAINANT'S DECEASED HUSBAND

THE COMPLAINT

Mst. Aisha Irshad lodged a formal complaint on 19.08.2024, stating that her late husband, a Health Inspector at TMC Liaquatabad, passed away on 05.01.2024 after a prolonged illness. She submitted a claim of Rs.297,046/- to reimburse medical expenses incurred during her husband's treatment in 2018. Despite fulfilling all procedural requirements, the claimed amount remains unpaid. She seeks this office's intervention for the redressal of her grievance.

PROCEEDINGS

2. The complaint was referred to the Municipal Commissioner, TMC Liaquatabad, for a detailed report. In response, the Municipal Commissioner, via letter dated 28.11.2024, acknowledged the claim but attributed the delay to a shortage of funds. It was further reported that the matter had been communicated to the administrative department through the Regional Director, Local Government, Karachi.

FINDINGS

3. The Agency has acknowledged the complainant's claim amounting to Rs.297,046/-, which was approved by the Audit Department in 2018. However, the failure to settle such a modest claim for seven years demonstrates significant mismanagement and constitutes an instance of maladministration.

DECISION

4. In light of the foregoing and in exercise of the powers conferred upon me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby direct the Municipal Commissioner, TMC Liaquatabad, to make the payment on account of medical reimbursement claim to the complainant within 60 days of receiving this order.

5. A copy of this decision is also being forwarded to the Additional Chief Secretary, Local Government, Housing & Town Planning Department, Government of Sindh, to ensure compliance.

Given under my hand and seal of office.



Sd/-
(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz: PAS
Ombudsman, Sindh

Karachi, dated the 13th January, 2025