



DECISION

Complaint No. : POS/390/2023/05/KHS

Name and address of the complainant : Mr. Rizwan Ahmed, Quarter No.08, Block-H, Kalakot, Police line, Lyari, Karachi.

Name of the Agency Complained against : Police Department

Name & Designation of Investigating Officer : Syed Maqsood Haider
Director, Regional Office (South)

Vetted by : Rehana Ghulam Ali Memon,
Advisor (H)

Subject : **DELAY IN REIMBURSEMENT OF MEDICAL BILL OF RS. 5073/- SUBMITTED BY THE COMPLAINANT IN FEBRUARY 2022.**

THE COMPLAINT:

Mr. Rizwan Ahmed, Police Constable filed a complaint on 12-01-2023, alleging that his medical claims of Rs.5,073/- submitted in February 2022 has not been reimbursed by the office of Inspector General of Police, Karachi. He therefore, solicited the intervention of the Provincial Ombudsman Sindh in this 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 upto date), by condoning the delay subject to the submission of original signed complaint, copy of CNIC and mandatory affidavit on Form 'A' but despite series of notices dated 01-02-2023, 01-03-2023, 20-03-2023, 11-07-2023, 11-08-2023, 08-09-2023, 10-10-2023, 22-02-2024 and 16-04-2024, sent to his given address, as well as calls made to his available cell number, the complainant remained non-responsive.

3. The matter was subsequently taken up with the agency for comments. In response, Mr. Waseem, Sub-Inspector, appeared in person on 21-11-2024, and submitted a report from the ADIGP/Administration for the Additional Inspector General of Police, Karachi Range. According to this report, the reimbursement has been made through cheque No.5190610 dated 16.01.2024 to the complainant on 25-01-2024.

4. The complainant was contacted at the phone number provided in the case file and confirmed that his grievance has been redressed and requested to close the case.

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FINDINGS:

5. The grievance of the complainant has been redressed.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

Given under my hand and seal of office.

