



DECISION

Complaint No. : POS/7293/2023/HYD/424

Name and address of the complainant : Mr. Muhammad Khalid
R/o H.No: 233, Street No: 10, Pathan Colony,
Hyderabad.

Name of the Agency Complained against : Health Department, Karachi.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Regional Director,
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST HEALTH DEPARTMENT
ALLEGING INORDINATE DEALY IN PAYMENT OF
MEDICAL REIMBURSEMENT CHARGES TO THE
COMPLAINANT**

Complaint

Mr. Muhammad Khalid filed a complaint dated 06.09.2023 wherein he stated that his wife, Mrs. Shamim Akhtar is staff Nurse at Liaquat Medical Hospital Hyderabad. She is a cancer patient. He submitted a bill of reimbursement of medical charges of his ailing wife Mrs. Shamim for her surgery, amounting to Rs.614,000/- in Health Department which is still pending for payment. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 12.10.2023 to the Secretary, Health Department, Government of Sindh Karachi for report. The Section Officer (Budget-II) Health Department Government of Sindh, Karachi informed vide letter dated 19.12.2023 that an amount of Rs.614,000/ on account of medical reimbursement charges had already been sanctioned vide order dated 27.10.2023 in favour of Staff Nurse, Mst. Shamim Akhtar, wife of the complainant.
4. This office issued notice dated 07.03.2024 to the Medical Superintendent, Liaquat University Hospital, Hyderabad to intimate the latest position after sanction of medical reimbursement by the Health Department but he did not respond.
5. This office contacted the complainant on cell phone on 07.11.2024 who informed that his wife has passed away and reimbursement was sanctioned in her name. He has obtained "No Payment Certificate" from DAO, Hyderabad and same has been sent to the Health Department, Karachi for sanction in his name being legal heir of his deceased wife. He requested this office to withdraw his complaint.

Decision

6. 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 as withdrawn.

Given under my hand and seal of the office



Sd/-

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

Karachi, dated 26th December, 2024