



DECISION

Complaint No. : POS/5099/2022/Adv-M

Name and address of the complainant : Mr. Shah Khalid S/o Nazeeruddin, Focal Person & Employee, PIA Skyroom (Pvt.) Ltd., Karachi

Name of the Agency Complained against : Sindh Employees Social Security Institution

Name & Designation of Investigating Officer : Mir Hussain Ali Advisor-M

Vetted by :

Subject : COMPLAINT AGAINST NON-PROFESSIONAL APPROACH OF THE DOCTORS AND NON-AVAILABILITY OF DIAGNOSTIC INSTRUMENTS AND MEDICINES AT SESSI DISPENSARY TANDO ADAM CAUSING PROBLEMS TO THE PATIENTS.

Complaint:

Mr. Shah Khalid, focal person and the employee of PIA Sky Room Pvt. Ltd. filed his complaint dated 20th September, 2022, regarding poor services being delivered by the SESSI Dispensary at Tando Adam, and medicines not being provided to the patients there and also about the poor response of panel Doctors.

PROCEEDINGS:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, was taken up with concerned agency. In response the Chief Medical Officer, Hyderabad Circle through his letter dated 4th October, 2022, reported that the complainant and his dependents have been provided with medical care facility at Tando Adam. His wife was referred to the Consultant Orthopedics at SESSI Hospital, Hyderabad, but after initial consultation she did not visit the Doctor again. His mother was referred to a Neurosurgeon Dr. Muhammad Ali Jamali at Sanghar, where they demanded some medicines written on a plain paper although the Doctor had prescribed other relevant medicines to the lady. The complainant through his Whatsapp message wanted the same medicines written on a plain paper without any prescription, which was not possible. He further stated that the Dispensary at Tando Adam is provided with the necessary medical equipment and Mehmood Hospital at Sanghar, and SESSI Hospital at Hyderabad have the facilities of diagnostic investigation

3. On a query by the Investigating Officer dated 23rd November, 2022 regarding the shortcomings being pointed out by the complainant, the Chief Medical Officer (Health), SESSI repeated the same information given earlier by the CMO Hyderabad vide his letter dated 21st of December, 2022. The Director Administration (Medical), SESSI also reiterated the points mentioned by the CMO Hyderabad and CMO Health vide his letter dated 13th January 2023.

4. The complainant in his rejoinder dated 25th January 2023, rebutted the stance of the SESSI officials with general observations about the poor working of the SESSI Medical Institutions and the associated private hospitals. He also mentioned about the poor supply of medicines prescribed by the Doctors.

5. In a hearing on 22nd February, 2023 the Deputy Chief Medical Officer Dr. Aijaz informed that proper facilities are available at their medical institutions, and assured the complainant that he and his family will be looked after properly. On this assurance the matter was resolved. However on 7th April 2023 the complainant again came up with his grievance that medicines were not being provided as assured by the Deputy Chief Medical Officer in the hearing. The CMO (Health), SESSI vide 19th June, 2023 informed that matter has been settled with the complainant, as he has been assured that he and his family will be properly taken care of through referral letters for the Consultants and reimbursements will also be made

6. The complainant vide letter dated 19th July, 2023 was of the view that the Chief Medical Officer should put down his assurance in writing with clear terms and conditions regarding supply of prescribed medicines and facilitation of reimbursement of funds. Meanwhile, on a subsequent hearing on 19th September 2023, it was agreed that the complainant's parents will be treated at SESSI Valika Hospital at Karachi, and all expenses will be borne by SESSI. However the complainant through his letter dated 10th January, 2024 stated that the medicines given by the consultant SESSI Landhi were not effective. And he also complained about the bad working conditions of Tando Adam's Dispensary.

7. The Chief Medical Officer Hyderabad Circle SESSI in his letter dated 23rd January, 2024 again explained that the Dispensary at Tando Adam is looking after the patients effectively. He stated that the complainant is habitual of demanding medicines and requesting laboratory tests.

8. In the hearing on 12th of March 2024, the Deputy Chief Medical Officer, SESSI, Hyderabad, and Dr. Manzoor Abbasi agreed, that the prescribed medicines will be provided to the complainant or he will be facilitated with reimbursement of expenditure made by him.

9. On instruction from the Ombudsman Sindh, the Regional Director, Sanghar visited the Dispensary on 21st January, 2025, and reported that the Doctors and other staff were not available in the dispensary, though their attendance was marked as present, and as such patients were not being attended to. He further reported that the condition of the building was extremely bad.

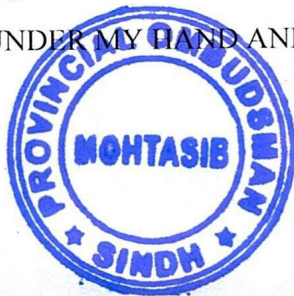
Findings:

10. From the above proceedings it is quite clear that though SESSI is making efforts to provide medical care through their own medical institutions and through private hospitals on their panel, the affected people are not being looked after properly. The condition of the dispensary at Tando Adam and its working is also extremely poor. Further, the grievances of the complainant are general and continual in nature and there is no specific complaint which could be set right by any action, excepting the improvement of attitude and delivery of the Medical Institutions of SESSI.

Decision:

11. In view of the above findings under Section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby order that the Sindh Employees Social Security Institution should continuously review and monitor the working of their medical institutions and the hospitals on their panel and accordingly attend to short comings and bring about improvement in their delivery. In particular, action should immediately be taken against the doctors posted in the Tando Adam Dispensary for their absence from duty and the repair of building premises should also be attended to immediately. A report in this regard shall be furnished within six weeks.

GIVEN UNDER MY HAND AND SEAL OF OFFICE



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 7th February, 2025