



## **DECISION**

Complaint No. : POS/175/2024/Hyd-53

Name and address of the complainant : Mr. Muhammad Urs s/o. Mehram Khan,  
R/o. P.O Chambar, District Tando Allahyar.

Name of the Agency Complained against : Medical Superintendent, Liaquat University Hospital, Hyderabad

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo,  
T.I, Regional Director, Mirpurkhas.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST ILLEGAL CHARGES OF RS. 20-30/- BY THE SANITARY WORKERS AT LIAQUAT UNIVERSITY HOSPITAL, HYDERABAD.**

### **COMPLAINT:**

Mr. Muhammad Urs filed a complaint dated 26-12-2023 wherein he stated that the sanitary workers at Liaquat University Hospital, Hyderabad charge Rs. 20-30/- for use of toilets without any legal authority. Aggrieved by that, he solicited intervention of this Institution.

### **PROCEEDINGS:**

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued notice dated 21-03-2024 to the Medical Superintendent, Liaquat University Hospital, Hyderabad for report, who in response informed vide letter dated 18-09-2024 that no such complaint has been received from any visitor of the hospital.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 05-11-2024, followed by reminders but he did not respond. He was contacted on his cell No: 0314-6739722 on 27.01.2025 but he did not attend.

### **DECISION:**

5. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of due to non-prosecution, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

*Given under my hand and seal of the office*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh

Karachi, dated **21st** February. 2025