



## **DECISION**

Complaint No. : POS/RL-13(LKA)2025

Name and address of the complainant : Mr. Waseem Ahmed s/o Ghulam Rasool R/o near Bus Stand, Larkana.

Name of the Agency Complained against : Sindh Medical Faculty Karachi.

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani, Director, Regional Office Larkana.

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

Subject :

**COMPLAINT AGAINST SINDH MEDICAL FACULTY KARACHI ALLEGING INORDINATE DELAY IN ISSUING THE CERTIFICATES OF DISPENSAR AND LAB TECHNICIAN TO THE COMPLAINANT.**

### **COMPLAINT**

Mr. Waseem Ahmed filed a complaint dated 02.01.2025 wherein he stated that he had passed the courses of Dispenser and Lab Technician at Chandka Medical College Hospital (CMCH) Larkana in 2018, conducted by Sindh Medical Faculty Karachi. He approached the agency for issuing the certificates of Dispenser and Lab Technician to him but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### **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 up to date) after receiving mandatory affidavit on Form "A", copy of CNIC and by condoning the delay.
3. This office issued a notice to the Medical Superintendent, Chandka Medical College Hospital Larkana and Controller Sindh Medical Faculty Karachi for report vide letter dated 09.01.2025, followed by reminders. The Secretary / Controller, Sindh Medical Faculty Karachi informed vide letter dated 26.03.2025 that certificates of the complainant for Dispenser and Lab Technician have been prepared and sent to the Medical Superintendent, Chandka Medical College Hospital Larkana for delivery to the complainant. He enclosed the photocopy of the certificates as an evidence.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 03.04.2025 but he did not respond. However, agency's report shows that grievance of the complainant has been redressed.

### **FINDINGS**

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

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**DECISION**

6. 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 as redressed.

*Given under my hand and seal of the office*

**Sd /-**

**(Muhammad Sohail Rajput)**

**Sitara-e-Imtiaz. PAS**

**Ombudsman, Sindh**

**26th**

**Karachi, dated June, 2025**

