



DECISION

Complaint No.:

POS/6550/2023/N-52

Name and address
of the complainant :

Mr. Shoaib Ahmed, Police Constable,
SSP Traffic, Korangi,
Karachi.

Name of the Agency
Complained against :

Home Department, Government of Sindh, Karachi.

Name & Designation of
Investigating Officer :

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST HOME DEPARTMENT ALLEGING
INORDINATE DELAY IN SANCTION OF MEDICAL
REIMBURSEMENT, AMOUNTING TO RS.250,000/- TO THE
COMPLAINANT**

Complaint

Mr. Shoaib Ahmed a Police Constable filed an online complaint dated 22.08.2023 wherein he stated that the medical reimbursement bill incurred on the treatment of his father, amounting to Rs.250,000/- is pending for approval in the Home Department since November-2020. He has been visiting the office of Section Officer (Police-II) Home Department since last 03 years for sanction of medical reimbursement charges but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 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" and other relevant documents and by condoning the delay.

3. This office issued notice dated 01.10.2023 to the Additional Chief Secretary, Home Department Karachi for report, followed by reminders. In response, the Section Officer (Police-II) Home Department sent a copy of Sanction Order which was forwarded to the complainant for rejoinder vide letter dated 16.02.2024, who in response informed vide letter dated 21.03.2024 that he visited the concerned section of Finance Department wherein he was informed that the sanction order was received but the medical reimbursement bills approved by the Medical Board were not enclosed.

4. The matter was repeatedly taken up with Home Department and hearings conducted. Finally, the Home Department issued Sanction Order dated 10.12.2024, amounting to Rs.250,000/- of medical reimbursement in favour of the complainant for payment during the current financial year 2024-2025. The complainant informed vide letter dated 25.02.2025 that he has been paid the medical reimbursement charges by the agency and extended thanks to this Institution on redressal of his grievance.

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Findings

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

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 redressed.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated //1/ March, 2025

