



DECISION

Complaint No.	:	POS/ROM/105/2025/RM-172
Name and address of the complainant	:	Syed Kamran Ahmed, H. No.4, Block-32, Near Foji Graveyard Mirpurkhas.
Name of the Agency Complained against	:	Sindh Employees' Social Security Institute, (SESSI)
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST SINDH EMPLOYEES' SOCIAL SECURITY INSTITUTE, (SESSI) ALLEGING INORDINATE DELAY IN REIMBURSEMENT OF MEDICAL CHARGES TO THE COMPLAINANT

Complaint

Syed Kamran Ahmed filed a complaint dated 11.03.2025 wherein he stated that he is a registered worker of Sindh Employees' Social Security Institute, (SESSI). He brought his wife to Sindh Employees' Social Security Institute, (SESSI) hospital Mirpurkhas for treatment but she was first referred to Muhammad Medical College Mirpurkhas and later-on to Civil Hospital Hyderabad where she expired. He incurred an amount of Rs.250,000/- on her treatment. He submitted bills for reimbursement of medical charges to the Chief Medical Officer, Sindh Employees' Social Security Institute, (SESSI) Hyderabad but despite lapse of 1½ years, the medical charges have not been paid to him. 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 a notice dated 17.03.2025 to the Chief Medical Officer, Sindh Employees' Social Security Institute, (SESSI) Hyderabad for report, who in response informed vide letter dated 28.06.2025 that medical claim amounting to Rs.250,000/- of the complainant has been forwarded to Chief Medical Officer (Health) Sindh Employees' Social Security Institute, (SESSI) (HQs) Karachi for approval vide letter dated 12.05.2025.
4. Accordingly, the Chief Medical Officer (Health) Sindh Employees' Social Security Institute, (SESSI) (HQs) Karachi was contacted vide letter dated 23.07.2025. Subsequently, the complainant appeared before Investigation Officer, Regional Officer, Mirpurkhas on 21.08.2025 and filed a written statement that he has been issued a cheque dated 07.08.2025, amounting to Rs.166,033/- by the agency on account of settlement of his medical claim and his grievance has been redressed.

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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 Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

