



DECISION

POS/7637/2023/KC

Complaint No. :

Name and address
of the complainant :

Mst. Fareeda Sarwar,
R/o. Flat No. E-8, 3th Floor, Bakhshi Square, Ayesha Manzil,
Block-7, F.B. Area, Karachi.

Name of the Agency
complained against :

Finance Department

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**INORDINATE DELAY IN REIMBURSEMENT OF
MEDICAL CHARGES INCURRED BY COMPLAINANT'S
DECEASED HUSBAND**

COMPLAINT

Mst. Fareeda Sarwar in her complaint lodged on 21.09.2023 solicited our intervention for the reimbursement of medical charges Rs.3,20,693/= and Rs.806,322/= (Total Rs.11,27,015) incurred by her deceased husband Mr. Sarwar Ali Khan, Deputy Director (Retired), Irrigation Department, Govt. of Sindh.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay and upon submission of Affidavit on Form 'A' by the complainant the matter was referred to the Agency.
3. After series of hearings and correspondence, Section Officer (Medical-II), Finance Department, Govt. of Sindh, Karachi vide letter dated 12.12.2024 informed that the re-imbursement case of the complainant has been decided and advice to this effect issued on 11.12.2024. He also furnished a copy of order regarding sanction of Rs.11,27,015/= on account of re-imbursement of medical charges.
4. The report of the Agency was sent to the complainant vide this office letter dated 15.01.2025 for rejoinder. She then submitted a letter on 15.07.2025 wherein she confirmed re-imbursement of medical charges and thanked the institution of Provincial Ombudsman Sindh for its cooperation in the matter. She also furnished a copy of cheque No.5920460, dated 26.06.2025 for Rs.11,27,015/= issued in her favour.

DECISION

5. In view of the above, the case stands redressed and disposed of accordingly.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 05-08-2025