



DECISION

Complaint No. : POS/5002/2023/57/KHS

Name and address of the complainant : Mst. Remona, R/o House No. D-232, Ground Floor, Mehmoodabad No. 03, Karachi.

Name of the Agency Complained against : Health Department.

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office (South).

Vetted by : Mr. Asad Ali Khan, Director General-I

Subject : REQUEST FOR ASSISTANCE REGARDING MEDICAL TREATMENT FOR SISTER (SPECIAL CHILD) IMPACTED BY JPMC EQUIPMENT MALFUNCTION

THE COMPLAINT

Mst. Remona filed an online complaint with the Wafaqi Mohtasib, which was subsequently forwarded to the Provincial Ombudsman Sindh on 06-07-2023. In her complaint, she stated that her sister, Maria Fredellis, is a special child who is non-verbal and suffers from epilepsy. She further explained that two years ago, Maria fell down the stairs, broke a bone, and developed a thigh infection. She alleged that due to inadequate treatment and the non-functioning of essential equipment at Jinnah Postgraduate Medical Center (JPMC), Karachi, she had to incur significant expenses for her sister's treatment at a private hospital. Consequently, she sought the intervention of the Provincial Ombudsman Sindh in this matter.

PROCEEDINGS

2. The online complaint was conditionally proposed for admission under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), subject to the submission of a duly signed complaint addressed to the Provincial Ombudsman Sindh, a copy of the complainant's CNIC, and a mandatory affidavit on Form "A." The complainant subsequently provided the necessary documents.

3. The matter was referred to the agency for comments/reports. In response, the Deputy Executive Director of Jinnah Postgraduate Medical Center, Government of Sindh, Karachi, via letter dated 07-12-2023, reported that the complainant's sister, Maria, underwent surgery in May 2018 by Dr. Qasim, an Orthopedic Surgeon at JPMC, to address a PFN Rod issue. Subsequently, Maria fell from a chair, exacerbating her

condition. Prof. A.R. Jamali, who performed the subsequent surgery, has since retired from government service. The report also stated that the complainant had not approached JPMC regarding this matter. Dr. Qasim is currently out of the country, and Prof. A.R. Jamali is retired.

4. A photocopy of the report was forwarded to the complainant for her rejoinder via letter dated 26-12-2023, followed by reminders dated 26-03-2024, 30-04-2024, 24-05-2024, 26-06-2024, and 26-07-2024. However, the complainant remained non-responsive, indicating a lack of further interest in pursuing the matter.

DECISION

5. In view of the above, as the complainant failed to respond to the agency's report and has shown no interest in further pursuing the complaint despite several reminders, I, in exercise of the powers vested under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), hereby drop the proceedings on this complaint due to non-prosecution and consign the matter to record.

Given under my hand and seal of this office.



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

Karachi, dated ~~27~~ January 2025.

