



DECISION

Complaint No.:

POS/6200/2024/N-24

Name and address
of the complainant :

Mr. Afzal Ahmed, Retired Additional Director Food,
C/o. Secretariat Provincial Ombudsman (Mohtasib)
Sindh, Karachi.

Name of the Agency
Complained against :

Food Department, Government of Sindh, Karachi.

Name & Designation of
Investigating Officer :

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST FOOD DEPARTMENT ALLEGING
ABNORMAL AND WILFUL DELAY TO
APPROVE/DISPOSAL OF MEDICAL REIMBURSEMENT
CLAIMS OF THE COMPLAINANT**

Complaint

Mr. Afzal Ahmed, a retired officer of Food Department filed a complaint dated 31.12.2024 wherein he stated that has submitted the medical reimbursement bills at Food Department but the officials of Food Department are creating hinderances and inordinate delay to process his claims for onward transmission to the concerned agencies. He is visiting the office of Food Department since last 5/6 months to expedite his medical reimbursement bills but to no avail. He submitted the details of outstanding medical reimbursement bills, as under:

- a. The medical reimbursement bill, amounting to Rs.351,279/- was sanctioned by the Finance Department on 15.07.2024. The Food Department forwarded the audit copy for authentication on 09.12.2024. This was delayed for almost 05 months and the audit copy was forwarded due to his repeated pursuation in Food Department.
- b. The medical reimbursement bill, amounting to Rs.441,570/- was countersigned by the Special Medical Board on 27.06.2024 but the same has yet not been forwarded to the Finance Department for further action despite lapse of more than 06 months.
- c. Five medical claims, amounting to Rs.99,486/- Rs.99,410/-, Rs.100,103/-, Rs.99,726/- and Rs.98,398/- were submitted at Food Department in August 2024 and November 2024 for referring to the Medical Superintendent, Services Hospital Karachi, which are still pending in the Food Department.

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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

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3. This office issued a notice dated 06.01.2025 to the Secretary, Food Department for report, followed by a reminder. The case was heard on 28.01.2025 and 26.02.2025, attended by the complainant and representatives of the agency. The agency submitted progress report of each case, as under:

S.No.		Amount	Remarks
01.	Medical reimbursement bill	Rs.351,279/-	The order of audit copy issued on 09.12.2024. The matter has been resolved.
02.	Medical reimbursement bill	Rs.441,570/-	The claim case of medical reimbursement has been forwarded to Finance Department for advice vide letter dated 23.01.2024.
03.	Medical reimbursement bills	i. Rs. 99,486/- ii. Rs. 99,410/- iii. Rs.100,103/- iv. Rs. 98,398/- v. Rs. 99,726/-	The five (05) medical reimbursement claims bills/vouchers have been forwarded to the Medical Superintendent, Services Hospital Sindh, Karachi on 16.01.2025 for placing before medical board.
04.	Medical reimbursement bills	Rs.99,707/- & Rs.86,230/-	The claim papers of medical reimbursement have been forwarded to the Finance Department for advice vide letter dated 20.02.2025.

4. The report was delivered to the complainant by hand for rejoinder who submitted that after filing a complaint before this Institution, the Food Department has processed his cases and forwarded to the concerned authorities for further action. He requested that the Food Department should be advised to expedite his cases of reimbursement of medical bills.

Findings

5. On the intervention of this Institution, the agency has expedited the action for passing of medical reimbursement bills of the complainant.

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), I, hereby direct the Secretary, Food Department to expedite the process of medical reimbursement claims of the complainant on priority as per rules/policy.

Given under my hand and seal of office.



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

Karachi, dated 11th March, 2025