



## **DECISION**

Complaint No.	:	POS/29/HY/2025
Name and address of the complainant	:	Mr. Abdul Qudoos, H. No. A-54, Ulma Colony, Hala Naka, Hyderabad.
Name of the Agency Complained against	:	Medical Superintendent, Services Hospital Hyderabad.
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	<b>Muhammad Naseer Jamali, Advisor-N</b>
Subject	:	<b>COMPLAINT AGAINST SERVICES HOSPITAL HYDERABAD REGARDING HIGH HANDEDNESS OF STAFF WITH THE COMPLAINANT</b>

### **Complaint**

Mr. Abdul Qudoos filed a complaint dated 14.01.2025 wherein he alleged high handedness and misbehavior of staff of the Services Hospital, Hyderabad. He stated that he is a retired driver of the office of Director General Health, Hyderabad and whenever, he approaches the Services Hospital Hyderabad for medical checkup and medicines, the hospital authorities misbehaved with him. Being aggrieved, he solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice dated 27.02.2025 to the District Health Officer, Hyderabad for report. This office also issued a notice dated 05.06.2025 to the Medical Superintendent / Civil Surgeon, Services Hospital Hyderabad for report. In response, M.S. Services Hospital, Hyderabad informed vide letter dated 19.06.2025 that the complainant has withdrawn his complaint. He annexed the copy of withdrawal statement of the complainant that due to frustration, he had filed a complaint against the authorities of Services Hospital Hyderabad and now, the matter has been resolved amicably.
4. The complainant appeared before Investigating Officer, Hyderabad on 25.6.2025 and submitted a written statement wherein he confirmed that his matter has been resolved amicably and requested to close the case.

### **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 stands disposed of as redressed.

*Given under my hand and seal of the office*



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

Karachi dated 4<sup>th</sup> August, 2025