



DECISION

Complaint No. : POS/7190/ROJ-212(JBD)/2023

Name and address of the complainant : Mr. Niaz Ahmed s/o Manzoor Ahmed Brohi, r/o Village Allah Abad, Garhi Khairo, District Jacobabad.

Name of the Agency Complained against : Health Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING NON-OPERATIONAL MEDICAL DISPENSARY CAUSING PROBLEMS FOR RESIDENTS OF THE AREA.

Complaint:

Mr. Niaz Ahmed Brohi filed his complaint online on 28.8.2023 alleging inaction of the agency on his complaint, that the Dispensary in village Allahabad is not functioning, causing problems to the residents of the area. He therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 was taken up with the concerned agency for report. The District Health Officer, Jacobabad vide his office letter dated 25.10.2023 reported that staff has been posted at the Government Dispensary Allahabad, and enclosed a copy of the office order. The Chief Officer, District Council, Jacobabad vide his office letter dated 27.10.2023 reported that presently they are not operating any Dispensary as a Compounder is not allowed to treat patients as per Government directives, and only a Doctor having MBBS degree can treat patients. He reported that the Health Department has already provided Basic Health Units and Civil Hospitals in every Taluka of District Jacobabad including Garhi Khairo.

3. Reports of the agencies were sent to the complainant on his postal address for filing his rejoinder, followed by reminders. On 12.2.2024 the complainant appeared before the Investigating Officer and deposed that after intervention of this Institution his grievance has been redressed. He also requested that further investigation on his complaint may be stopped.

Findings:

4. I have examined the proceedings of the case, which indicate that after posting of some para-medical staff like Medical Technician and Sanitation Worker, the Dispensary has been declared as functioning, whereas without a Doctor being posted the ailment of patients can neither be diagnosed nor medicines can be prescribed. It is also clear that there is a Basic Health Unit in Taluka Garhi Khairo, which caters to the residents of the area.

Decision:

5. In view of the above discussion, under Section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby direct the Secretary, Health Department Government of Sindh, to immediately examine the necessity of this Dispensary at village Allahabad, when a Basic Health Unit is already functioning in the close proximity, and either close the Dispensary which does not has a qualified Doctor to attend to patients or a Doctor be posted in this Dispensary immediately.

“Given under my hand and seal of office”



(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 31st January, 2025