



## **DECISION**

**Complaint No.** : POS/5314/RL-219(LKA)2023

**Name and address of the complainant** : Mr. Maqbool Ahmed Chandio, Advocate District Bar Association Kamber @ Shahdadt.

**Name of the Agency Complained against** : (i) District Health Officer Kamber-Shahdadt.  
(ii) Medical Superintendent, District Headquarter Hospital Kamber.

**Name & Designation of Investigating Officer** : Mr. Ali Akbar Jagirani, Director, Regional Office Larkana.

**Vetted by** : Mr. Muhammad Naseer Jamali, Advisor-N

**Subject** : **COMPLAINT AGAINST DISTRICT HEAD QUARTER HOSPITAL KAMBER ALLEGING POOR SERVICE DELIVERY TO THE PATIENTS.**

### **COMPLAINT**

Mr. Maqbool Ahmed Chandio filed an online complaint dated 14.07.2023 wherein he stated that he visited DHQ Hospital Kamber on 09.03.2023 in emergency. There was no senior doctor on duty. He approached the DHO Kamber Shahdadt to provide a list of doctors posted at DHQ Hospital and other facilities but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991(amended up to date), subject to submission of Affidavit on Form "A", copy of CNIC and by condoning the delay.
3. This office issued a notice dated 17.08.2023 to the District Health Officer Kamber-Shahdadt and Medical Superintendent, District Headquarter Hospital Kamber for report. The Medical Superintendent, DHQ Hospital Kamber informed vide letters dated 06.09.2023 and 20.11.2023 that they are committed to maintain highest standard of health care service delivery to the patients. He submitted a list of available facilities in the DHQ Hospital, Kamber. There is no shortage of medicines in the hospital, while X-ray and ultrasound machines are functional. The Investigation Officer, Larkana visited the DHQ hospital on 10.11.2023 in the presence of Medical Superintendent. It was found that the required facilities were available at the hospital and health services are being provided to the patients.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 22.11.2023, followed by reminders but he did not respond.

### **DECISION**

5. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), the complaint is disposed of on account of non-prosecution.

*Given under my hand and seal of the office*



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

30/5  
Karachi, dated May 2025