



## **DECISION**

**Complaint No.** : POS/53/2024

**Name and address of the complainant** : Mr. Manthar Ali Khokhar, R/o Village Darri Sallar, Kariro, P.O. Phulji Station, Taluka & District Dadu.

**Name of the Agency Complained against** : Education Department.

**Name & Designation of Investigating Officer** : Mr. Imdad Ali Shah, Regional Director, Dadu

**Vetted by** : Mr. Rafiuzzaman Siddiqui, Advisor-B

**Subject** : **COMPLAINT AGAINST DR. ALTAF LUND AND DR. IMDAD ALI MANGI, FOR NOT PROVIDING MEDICINES TO THE PATIENTS AND NOT TREATING THEM PROPERLY.**

### **THE COMPLAINT**

Mr. Manthar Ali Khokhar, filed an on-line complaint dated 25 September, 2024, against Incharge Basic Health Centre Ibrahim Panhwar, Taluka & District Dadu Dr. Altaf Lund and Dr. Imdad Mangi for their alleged involvement in selling government medicines to the private medical stores and not providing medicines to the patients visiting the hospital. Besides, both are also not attending their duties regularly. The complainant accused the doctors of corruption and dishonesty as well. The complainant approached the authorities concerned but all his requests went in vain. Being aggrieved, he requested the intervention of this institution in the matter.

### **PROCEEDINGS**

2. The complaint was admitted U/S 10 of the Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date) after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. The matter was taken up with the Agency for report vide letter dated 02 October, 2024. In response, District Support Manager (PPHI) Dadu, vide his letter dated 09 October, 2024, informed about the background of the case according to which complainant Mr. Manthar Ali visited at Basic Health Unit Ibrahim Panhwar (BHU) on 20, September, 2024 with his son for his skin treatment. After necessary checkup Dr. Altaf Hussain administered some medicines for his son. Furthermore, doctor stated that the allegations levelled by the complainant are false and fabricated and that the BHU Ibrahim Panhwar is running smoothly with all health facilities being provided to patients visiting the hospital.

### **REJOINDER**

4. The report of the agency was sent to the complainant for rejoinder vide letter dated 10 October, 2024. In response, complainant filed a written statement wherein he reiterated his previous stance.

5. In order to resolve the matter, the Regional Director, Dadu conducted hearing on 30 January, 2025. Both parties appeared before the Investigating Officer. Representative of the agency informed that both the doctors against whom complainant has lodged complaint have been transferred from BHU Ibrahim Panhwar and newly posted doctors are performing their duties regularly and honestly. Complainant in his written statement expressed his satisfaction over the working of newly posted doctors and stated that due to intervention of Ombudsman Institution his grievance has been resolved, besides requesting this office for closure of his case.

### **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 is disposed of and consigned to record, as redressed.

*Given under my hand and seal of office.*



**Sd /-**  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz : PAS  
Ombudsman, Sindh  
Karachi, dated: 18<sup>th</sup> March, 2025