



DECISION

Complaint No. : POS/7612/2022/Adv-M

Name and address of the complainant : Mr. Muhammad Ali, House No. 267, Haroonabad, SITE, Karachi.

Name of the Agency Complained against : Karachi Metropolitan Corporation

Name & Designation of Investigating Officer : Mir Hussain Ali Advisor-M

Vetted by :

Subject : DELAY IN REIMBURSEMENT OF AN AMOUNT OF RS.298,789/- INCURRED BY THE COMPLAINANT.

Complaint:

The complainant Muhammad Ali, filed a complaint dated 5.12.2022 against the Karachi Metropolitan Corporation for delay in reimbursement of an amount of Rs.298,789/- expended on his medical treatment. He requested for intervention of this Institution for the redressal of his grievance.

Proceedings:

2. After due admittance of complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, the same was forwarded vide letter No. POS/7612/2022/F-118/7084 dated 28.2.2023 to the Metropolitan Commissioner, Karachi Metropolitan Corporation and the Director, Abbasi Shaheed Hospital, KMC, for report. After continuous correspondence the Director, Abbasi Shaheed Hospital, KMC, Karachi vide letter No. DIR/ASH/ESTT/698/2023 dated 11.4.2023 reported that the request of complainant Mr. Muhammad Ali, Phlebotomist (BPS-5) for reimbursement of medical charges has already been forwarded to the competent authority.

3. Subsequently, through letter No. Dir(Med-Ser)/AAO/KMC/55/2024 dated 26.1.2024 the Director, Medical Services, KMC informed that complainant's claim was only for an amount of Rs.154,500/-, and after scrutiny re-imbursement of Rs.94,975/- was approved. He further clarified that there is no such claim of Rs.298,789/- pending in his office.

4. The report of the Agency dated 26.1.2024 was shared with the complainant vide letter No. POS/7612/2022/Adv-M/5858 dated 6.2.2024 for filing his rejoinder, but he did not respond nor was he available on his cell number. This situation continued since February, 2024, during which period he did not respond to three letters issued on his address nor he was available on his cell number.

Findings:-

5. I have examined the case, which clearly indicates that the complainant is not interested in pursuing his complaint, as he is not responding to phone calls and letters, probably because some amount has already been reimbursed to him after due scrutiny.

Decision:

6. In view of the above, further proceedings on this complaint are stopped and it is consigned to record.

“Given under my hand and seal of office”



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 8th October, 2025