



## **DECISION**

Complaint No. :

POS/5227/2024/K-32

Name and address  
of the complainant :

Mr. Muhammad Jawaaid,  
R/o House No. KL-58, Sector 7-D/1,  
Naseemabad, Orangi Town, Karachi.

Name of the Agency  
complained against :

Finance Department

Name & Designation of  
Investigating Officer :

Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject :-

**ALLEGED INORDINATE DELAY IN REIMBURSEMENT OF  
MEDICAL BILL IN FAVOUR OF THE COMPLAINANT BY  
FINANCE DEPARTMENT.**

### **COMPLAINT**

Mr. Muhammad Jawaaid, retired Dispatch Rider, SGA&CD, filed a complaint on 06.11.2024 stating therein that he submitted medical bill in SGA&CD amounting to Rs.855,070/- for treatment of his wife who was admitted in Liaquat National Hospital, Karachi. After completing the procedural requirements including verification of M.S Services Hospital and recommendation from a Special Medical Board, the claim was submitted to Finance Department on 29.11.2016 through SGA&CD, but it is not sanctioned as yet by Finance Department. Being aggrieved, he solicited our intervention.

### **PROCEEDINGS**

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), the report was called from Secretary, Finance Department vide this office letter dated: 14.11.2024 followed by three reminders. Finally, the Section Officer (Medical-II), Finance Department, vide his letter dated: 13.02.2025 informed that the medical bill of Sanobar Jawaaid (wife of the complainant) are found fabricated. In support thereof, he enclosed a copy of e-mail of Deputy Manager-HIMS, Liaquat National Hospital stating that the bill No. P/2015/0205453 submitted by Mr. Muhammad Jawaaid is fabricated.
3. The above report of Finance Department was sent to the complainant vide this office letter dated: 11.03.2025 for seeking his rejoinder. In response, he vide letter dated: 24.03.2025 reiterated his earlier stance and requested for early reimbursement of his medical bill.
4. In pursuance, the complainant's request was forwarded to Finance Department for submission of their report vide this office letter dated: 25.03.2025 followed by reminder 18.04.2025 but no response was received. Therefore, to resolve the issue, hearing of the case was fixed on 05.05.2025 which was attended by Deputy Secretary (SR-II) of Finance Department who vide his written statement submitted that the bill furnished by Mr. Muhammad Jawaaid, Retd. Dispatch Rider on account of treatment of his wife is fabricated, therefore, it may be rejected.

Continue page 2



(2)

**FINDINGS**

5. According to report of agency based on the evidence provided by Deputy Manager-HIMS, Liaquat National Hospital, the bill amounting to Rs.855,070/- submitted by complainant is fabricated.

**DECISION**

6. In view of the above, the complaint is hereby rejected.

*Given under my hand and seal of office.*



**Sd /-**  
**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated; 7<sup>th</sup> May, 2025

