



DECISION

Complaint No. : POS/2748/2024/Adv-Z

Name and address of the complainant : Mr. Junaid Alam S/o Hakeem Khan,
CEO Murtaza Security (Pvt) Ltd,
Building # 104-C, A-Commercial Area,
Near Tooba Masjid, DHA Phase-II, Karachi

Name of the Agency Complained against : Health Department

Name & Designation of Investigating Officer : Fasihuddin Khan,
Advisor 'Z'

Vetted by : ----

Subject : ALLEGED DELAY IN THE PAYMENT OF RS.21,26,583/- TO THE COMPLAINANT FOR PROVIDING SECURITY SERVICES TO SINDH GOVERNMENT LYARI GENERAL HOSPITAL, KARACHI

THE COMPLAINT

Mr. Junaid Alam, CEO, Murtaza Security (Pvt) Ltd filed his complaint on 22.05.2024 against the Health Department regarding delay in the payment of Rs.21,26,583/- for providing security services to the Sindh Government Lyari General Hospital, Karachi in the year 2021. In this connection, he approached the Secretary, Health and MS, Sindh Hospital time and again, but all in vain. He, therefore, solicited our intervention in the matter for redressal of his grievance.

PROCEEDINGS

2. After admitting the complaint u/s 10 of the Establishment of the Office of Ombudsman for the province of Sindh Act, 1991 (amended upto date) and completion of mandatory formalities, the matter was referred to the Secretary, Health as well as MS Lyari General Hospital vide this office letters dated 11.06.2024, 08.07.2024 and 27.07.2024. In response, the MS submitted vide letter dated 02.08.2024 that despite the availability of sanctioned budget under the relevant or head of account for the year 2021-22, the amount claimed by the said security company for the months of April, May and June 2022 could not be paid due to delayed submission of the bills. It was further clarified that dues of the complainant were disbursed upto the month of April 2022 but due to lapse of fiscal year, the budget remained unutilized for the last three months in view of the submission of the claim in July 2022. However, the said claim was duly forwarded to the SO(Budget), Health Department vide letter dated 11.07.2024 for grant of additional funds to clear the pending liability of the complainant.

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3. A copy of Agency's report was forwarded to the complainant for his rejoinder. In response, he submitted a letter dated 16.10.2024 stating that all the invoices were submitted on time, but the payment of Rs.15,00,000/- was made and payment of remaining Rs.21,50,000/- was delayed deliberately.

4. In order to resolve the issue, the hearing was fixed on 28.10.2024. Both the parties appeared and the matter was discussed in detail. The MS Lyari General Hospital promised to pursue the matter with the Health Department as well as Finance Department for an early approval of the pending amount of the complainant. Later on, the matter was constantly followed up with the Health Department, MS of the concerned Hospital and also Finance Department. During the proceedings required formalities were completed by the complainant. Subsequently, a letter dated 09.04.2025 was received from the Section Officer (B&E-V) Finance Department according to which permission for payment of said liability amounting to Rs.21,50,000/- was granted through revised estimates to the Sindh Government Lyari General Hospital, Karachi during the Financial Year 2024-25.

5. Finally, after further correspondence and due process of submission of the bills to A.G. Sindh, Karachi, the MS appeared before the Investigating Officer on 20.06.2025 and submitted a cheque of Rs.18,61,020/- dated 13.06.2025 after deduction of taxes by the A.G. Sindh Office. The cheque was handed over to the Company Manager Operation of Murtaza Security. The complainant expressed his gratitude through a letter the same day to this Institution for resolving the matter to their entire satisfaction.

DECISION

6. In view of the above, the instant complaint is disposed of as redressed and file is consigned to record.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated 30th July, 2025