

DECISION POS/2127/2023/ Adv-Z

Complaint No.:

Name and address of the complainant:

Name of the Agency Complained against:

Name & Designation of Investigating Officer:

Subject :-

Syed Asghar Ali Nizami, House # C-17, Al-Mashriq Housing Society, Gulzar-e-Hijri, Gulshan-e-Iqbal, Karachi

Industries & Commerce Department

Fasihuddin Khan, Advisor 'Z'

DELAY IN REIMBURSEMENT OF MEDICAL BILL

THE COMPLAINT

Syed Asghar Ali Nizami, filed a complaint on 13.03.2023 against the Industries & Commerce Department regarding delay in the reimbursement of his medical bill sanctioned in the year 2017. He further explained that after serving as computer operator in the Sindh Government Press of the Industries Department he had retired from service two years ago. Before retirement, he met a road accident whereas his wife was also ill. Hence, he claimed for reimbursement of his medical expenses but his bills were kept pending without any reason by the Industries Department. He approached the concerned authorities in this connection but to no avail. He, therefore, solicited our intervention in the matter for redressal of his grievances.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date) by condoning the delay and subject to submission of Affidavit on Form 'A'. After fulfillment of this mandatory requirement, the matter was taken up with the Agency vide this office letter dated 29.05.2023, followed by reminders, but the agency did not respond. Afterwards hearings were fixed on 03.10.2023 and 25.10.2023. Both the parties appeared on 25.10.2023 before the Investigation Officer. The representative of the agency informed that three bills of the complainant had already been reimbursed and remaining bill for Rs.136,000/- has been forwarded to the Finance Department for further necessary action.



3. Accordingly, the matter was taken up with the Finance Department and remained under correspondence continuously with the Agency as well as the complainant. Subsequently, the complainant appeared before the Investigation Officer on 13.01.2025 and submitted his rejoinder stating therein that his main bill of Rs.136,000/- which was pending since long has been finally reimbursed with the efforts of this institution. He expressed his deep gratitude for resolution of long standing grievance and requested to close the complainant.

DECISION

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

