



DECISION

Complaint No. : POS/822/HYD/2024

Name and address of the complainant : Mr. Naveed Qamar S/o Guffran Ali Rajput
H.No.A/69, Gulshan-e-Hali Road, Hyderabad.

Name of the Agency Complained against : Sindh Employees Social Security Institute (SESSI)

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST SINDH EMPLOYEES SOCIAL SECURITY INSTITUTE (SESSI) ALLEGING INORDINATE DELAY IN PAYMENT OF MEDICAL REIMBURSEMENT CHARGES TO THE COMPLAINANT

Complaint

Mr. Naveed Qamar filed a complaint dated 04.11.2024 wherein he stated that he had incurred Rs.42,800/- on the treatment of his wife, being secured employee of M/s Treet Corporation Hyderabad. He submitted his case for medical reimbursement to the Chief Medical Officer (Health) SESSI, Karachi but despite completion of codal formalities, the payment has not been made to him. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory documents and by condoning the delay.
3. This office issued a letter dated 27.11.2024 to the Chief Medical Officer (Health), SESSI, Karachi for report, who in response informed vide letter dated 11.12.2024 that the Governing Body of SESSI has adopted a policy that the Hospital Management Committee shall decide all the cases of reimbursement up to Rs.50,000/- for each case of the patients. Hence, all the cases of M/s Treet Corporation have been returned back to Social Security Hyderabad Hospital including the case of complainant for approval by the concerned Hospital Management Committee (HMC).
4. Pursuant to that, this office issued a letter dated 31.01.2025 to the Medical Superintendent, Social Security Hospital Hyderabad for report. Meanwhile, the complainant appeared before Investigating Officer Hyderabad on 12.02.2025 and informed that due to intervention of this Institution, he has received a cheque, amounting to Rs.40,800/- in respect of his claim of medical reimbursement. He expressed his gratitude to this Institution and requested to close the case.

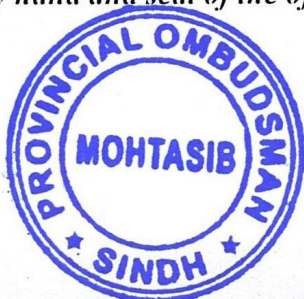
Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

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 stands disposed of as redressed.

Given under my hand and seal of the office



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

Karachi dated 2nd June 2025