



DECISION

Complaint No. :

POS/1419/2025/K-10

Name and address
of the complainant :

Mr. Hassan Ali,
R/o House No. B/234, Behind Memon Hospital,
Nazimabad No.2, Karachi.

Name of the Agency
complained against :

i. Finance Department
ii. Home Department

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED DELAY IN GRANT OF MEDICAL REIMBURSEMENT BILL IN RESPECT OF DECEASED FATHER OF THE COMPLAINANT.

COMPLAINT

Mr. Hassan Ali S/o. Late Abdul Sattar, a retired Sub-Inspector Police, filed a complaint on 24.02.2025 and stated that after the death of his father, his mother submitted a medical bill in March 2023 which was forwarded to Finance Department by Home Department on 15.01.2024 but it has not been approved as yet. Being aggrieved, he solicited our intervention for resolution of his problem.

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 Secretary, Finance Department was directed to ensure presence of concerned Section Officer in person on 22.05.2025 alongwith the required report. In pursuance, the Section Officer (Medical-II), Finance Department attended this office and submitted a report that Home Department has already been advised on 20.11.2024 to furnish audit copy of formal sanction order duly signed by Administrative Secretary for authentication which is still awaited. As and when the audit copy is received from Home Department it will be further processed for authentication. Later-on, due to our persuasion the sanction order amounting to Rs.122,391/- was issued by Home Department vide letter dated: 23.05.2025 and the audit copy was also authenticated on 04.06.2025.
3. The aforesaid report of the agency was forwarded to the complainant for seeking his confirmation who vide his letter dated: 04.07.2025 denied having received any payment / cheque by his mother.

FINDINGS

4. Though on the persuasion of this Institution, the sanction order for reimbursement of medical bill was issued on 23.05.2025 by Home Department and the audit copy authenticated on 04.06.2025 by Finance Department, but the mother of complainant Mst. Rahat did not receive any payment / cheque due to some procedural hurdles.

DECISION

5. In view of the above, I in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), *do hereby direct the Secretary, Home Department and Secretary, Finance Department, Govt. of Sindh, to ensure payment of Rs.122,391/- against the medical reimbursement bills to Mst. Rahat wd/o. Late Abdul Sattar during the current financial year and report compliance inside 30 days, herein of.*

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 7th August, 2025

