



DECISION

Complaint No.:

POS/4464/2024/N-25

Name and address
of the complainant :

Mr. Shahid Khan, Police Constable,
R/o. M. T. Khan Road, Sultanabad,
Karachi.

Name of the Agency
Complained against :

Home Department, Government of Sindh, Karachi.

Name & Designation of
Investigating Officer :

Muhammad Naseer Jamali, Advisor-N

Subject :-

**COMPLAINT AGAINST HOME DEPARTMENT
ALLEGING INORDINATE DELAY IN
REIMBURSEMENT OF MEDICAL CHARGES TO
THE COMPLAINANT**

Complaint

The complaint of Mr. Shahid Khan was forwarded by Wafaqi Mohtasib Secretariat vide letter dated 26.09.2024 wherein he stated that he had met an accident in the year 2022. He submitted the bills for medical reimbursement, amounting to Rs.143,151/-. The Home Department issued a sanction order dated 09.02.2024 for reimbursement of medical charges through SAP system. Since then, he is visiting the office of Home Department and Police (HQ) for payment of medical reimbursement charges but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued a notice dated 11.10.2024 to the Assistant Inspector General of Police (Finance) CPO Sindh and Section Officer (Police-II) Home Department for report. The case was heard on 10.12.2024, attended by Section Officer (Police-II) Home Department who informed that the Sanction Order for payment of medical reimbursement charges was issued in favour of the complainant vide dated 09.02.2024 which was forwarded to the Inspector General of Police Sindh but the same was not materialized. The complainant approached the Home Department for issuance of fresh sanction order but the relevant documents/case file was handed over to the complainant for re-verification of medical bills through Inspector General of Police Sindh Office.

Cont'd.....P/2.....

h

(2)

4. This office issued multiple notices to the complainant to attend hearing and intimate the latest position of verification of his medical reimbursement bills but he did not attend hearing scheduled for 30.12.2024. He was issued multiple reminders but he did not respond. This office contacted the complainant on his cell No.0311-2419728 repeatedly but he did not attend the call.

Decision

5. 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 is disposed of on account of non-prosecution.

Given under my hand and seal of office.



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

Karachi, dated 20~~th~~ March, 2025

