



DECISION

Complaint No.	:	POS/RN/31/2024/NWS-40.
Name and address of the complainant	:	Mr. Shahid Khan s/o Ghulam Muhammad, House No. 28, Mohalla Hussaini Road, Nawabshah, District Shaheed Benazirabad.
Name of the Agency Complained against	:	Health Department.
Name & Designation of Investigating Officer	:	Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.
Vetted by	:	Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.
Subject	:	<u>COMPLAINT REGARDING MIS-BEHAVIOUR AND DELAY IN OFFICIAL WORK BY THE OFFICIALS OF LUMHS.</u>

THE COMPLAINT:

Mr. Shahid Khan filed a complaint dated 19.04.2024 wherein he stated that he visited Liaquat University of Medical and Health Sciences (LUMHS) University Jamshoro for academic purpose where clerks asked him to wait for two hours and then told him to come on next day. When he inquired for the reason of such attitude, the staff posted there misbehaved with him. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date), subject to submission copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice dated 19.04.2024 to the complainant for submission of requisite documents followed by multiple reminders. He was also contacted through cell number. Finally, he appeared before the Investigating Officer, Shaheed Benazirabad on 08.04.2025 and filed written statement of date that as his matter had already been resolved, therefore, he has no grievance against officials. He withdrew from his complaint.

FINDINGS:

4. As the matter had already been resolved, therefore, no further action is required.

DECISION:

5. In view of the above and 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 up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated **20th** October, 2025