



DECISION

POS/360/2024/KC

Complaint No. :

Name and address
of the complainant :

Mr. Ajmain Khan,
R/o. House No. C-526, Paposh Nagar, Nazimabad No. 05,
Karachi.

Name of the Agency
complained against :

Sindh Employees Social Security Institution (SESSI)

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED UNETHICAL CONDUCT OF OFFICIALS OF SESSI
(SITE CIRCLE), KARACHI, AND IRREGULARITIES IN
MEDICINE DISPENSATION**

COMPLAINT

Mr. Ajmain Khan lodged a complaint on 11-01-2024, alleging that Mr. Muhammad Akram Shaikh, Chief Medical Officer, SESSI (SITE Circle), Karachi, and his assistant displayed unethical and discourteous behavior towards patients and their attendants. He further alleged irregularities in the dispensation of medicines, specifically, that local medicines were being provided in lieu of the internationally recognized brand "Glucophage." He requested intervention of this office in this matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), after condoning the delay and subject to the submission of an affidavit on Form-"A". The complainant didn't submit required affidavit. However, the matter was thereafter referred to the Agency for comments.
3. In response, Dr. Muhammad Akram Shaikh, Chief Medical Officer, SESSI (SITE Circle), Karachi, explained that under the Medicine Tender for the year 2023-2024, approved by the SESSI Head Office, the generic medicine Metformin 500 mg was awarded to Efroze Pharma, a reputable pharmaceutical company. The brand name "Metphage" (with the same composition as "Glucophage") was supplied by them through their distributor. He clarified that, as per SSPRA rules, the office is obligated to procure medicines in accordance with the approved Pharmacopeia 2023-2024. Additionally, he stated that the complainant neither visited the CMO's office nor submitted any written complaint.
4. The Agency's report was forwarded to the complainant through this office letter dated 07-03-2024 for submission of a rejoinder, followed by four reminders. Despite repeated notices, the complainant neither responded nor submitted the required affidavit on Form "A".

FINDING

5. It appears that the complainant has no objections or rebuttal to the Agency's report and has consequently lost interest in pursuing the matter.

DECISION

6. In view of the above, the case is hereby disposed of due to non-prosecution.

Given under my hand and seal of this office.



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
Karachi, dated; 18th August, 2025