



DECISION

Complaint No. : POS/1860/ROK-63/(Khp)/2023

Name and address of the complainant : Mr. Waseem Hassan Malik
P.O Hingorja, Taluka Sobhoderro,
District Khairpur.

Name of the Agency Complained against : Health Department

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **COMPLAINT AGAINST NON-AVAILABILITY OF MEDICINES AND LADY DOCTOR AT RURAL HEALTH CENTRE (RHC) HINGORJA.**

COMPLAINT

Mr. Waseem Hassan Malik filed an online complaint on 06-03-2023 alleging that he had approached the District Health Officer, Khairpur several times regarding the posting of a lady doctor at Rural Health Centre (RHC) Hingorja and the provision of medicines there. However, the District Health Officer, Khairpur, did not take any action. Therefore, he requested the intervention of this institution.

PROCEEDINGS

02. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), with the delay in filing condoned, subject to the submission of the original signed complaint, an Affidavit on Form "A," and a copy of the CNIC.
03. After completing the necessary formalities, the matter was taken up with the District Health Officer, Khairpur, on 27-03-2023 for comments. In response, the District Health Officer, Khairpur, reported on 10-04-2023 that the Secretary, Health Department, Government of Sindh, had posted three (03) lady doctors at Rural Health Centre Hingorja, as per Notification dated 07-04-2023. It was also reported that medicines, including Anti-Rabies and Anti-Snake Bite vaccines, were provided to RHC Hingorja under the new Central Rate Contract (CRC). Currently, there was no shortage of medicines at the RHC.
04. The Agency's report was shared with the complainant on 02-05-2023 for a rejoinder. In response, the complainant submitted a rejoinder on 16-05-2023 stating that the posted lady doctors were not available at the RHC Hingorja. He further stated that no medicines were being provided to poor patients, who had to purchase same from private medical stores. The complainant, therefore, requested action against all concerned parties involved in the irregularities.

(Continued at P/2)

05. Further comments were called from the District Health Officer, Khairpur, on 17-05-2023. In response, the District Health Officer, Khairpur, reported again on 22-05-2023 stating that three lady Medical Officers had been posted at Rural Health Centre Hingorja, who were providing health facilities to needy patients 24 hours a day. The services included 24-hour emergency, OPD, MNCH, X-Ray, Laboratory, Ultrasound, and Expanded Program on Immunization (EPI). The DHO further reported that there was no shortage of medicines.

06. This report of the agency was also shared with the complainant on 07-06-2023 for a rejoinder but the complainant did not respond to date, despite reminders.

07. To verify the facts on-ground, the Investigation Officer visited Rural Health Centre Hingorja on 19-06-2025. Medical Superintendent, Dr. Abdul Sattar Memon who had joined two days ago informed that 4 Senior Medical Officers, 8 Medical Officers, 4 WMOs as well as 2 Dental Surgeons and 01 Pediatrician were working at the RHC. He informed that 2 Staff Nurse – 1 male & 1 female, 01 Laboratory Technician, 1 Dental Technician, 1 Health Technician, 1 LHV, 2 Dispensers, 1 EPI Vaccinator, 1 Midwife and 12 LHWs were also providing services at the RHC. The M.S informed that RHC was providing 24-hours services manned through three shifts morning, evening and night. Additionally, Doctors and staff were also being detailed on Sunday and other holidays. The Medical Superintendent further informed that RHC was attending to approximately 7000 patients per annum against the given target of 4000 patients per annum. Dr. Abdul Sattar Memon, himself a local resident of Hingorja Town assured that he will try his level best to serve the area people to the best of his ability.

FINDINGS

08. Instant complaint was filed in March 2023, presently four Lady Doctors including one SWMO were working and adequate stock of medicines was available at the RHC Hingorja. Based on the above, the grievance of the complainant stands redressed and complaint is, therefore, liable to be consigned to the record.

DECISION

09. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to the record.

"Given under my hand and seal of office"



Sd /-
(**MUHAMMAD SOHAIL RAJPUT**)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 4th July, 2025