



## **DECISION**

Complaint No. :

POS/1283/2024/KC/F/Adv.I

Name and address  
of the complainant :

Syed Shujah-Ul-Hassan  
House No. F-198, Mohalla Peoples Colony, Block N,  
North Nazimabad Karachi.

Name of the Agency  
complained against :

Town Municipal Corporation,  
Liaquatabad.

Name & Designation of  
Investigating Officer :

Dr. Muhammad Nawaz Shaikh  
Advisor – I

Subject :-

DELAY IN REIMBURSEMENT OF AMOUNT  
INCURRED BY THE COMPLAINANT FOR HIS  
TREATMENT.

### **THE COMPLAINT.**

Mr. Syed Shujah-Ul-Hassan, filed a complaint dated 27.02.2024, alleging that the reimbursement of Rs.272,824/- incurred on treatment of his fractured leg is being delayed despite the fact that all the formalities in this regard are complete.

### **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 upto date) and referred to the Chairman, TMC, Liaquatabad Town, Karachi Central, for report. The agency vide letter No. TMC/PS/TMC/116/24 dated 07.06.2024 has reported that after devolution of DMC (Central) the newly emerged TMC Liaquatabad is currently facing scarcity of resource. The same has been conveyed to Additional Chief Secretary Sindh Local Department, Government of Sindh. However as soon the TMC will receive its funds all the liabilities will be cleared including that of complainant. Now the agency has informed vide letter No.TMC/ PS/TMC/254/ 2025 dated 18.07.2025, that dues in installments of Rs.30,000/- per month have been scheduled to be paid to the complainant with effect from 13.02.2025. So far Rs.180,000/- have been paid to him. He also attached confirmatory statement of complainant dated 27.07.2025 in this regard.

### **DECISION.**

3. In view of above facts, the complaint is hereby disposed of as redressed and consigned to record.

Given under my hand and seal of office



Sd /-

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 7<sup>th</sup> August, 2025