



DECISION

Complaint No. : POS / 3526 / 2021 / 23 / KHS

Name and address of the complainant : Manager Accounts of M/s Hakimsons (Impex) Pvt. Ltd, Hakimsons Building, 19 West Wharf Road, P.O. Box 5580, Karachi-74000.

Name of the Agency Complained against : Health Department

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office South Karachi.

Vetted by : Ms. Rehana Ghulam Ali Memon, Advisor-H

Subject :

INORDINATE DELAY IN RELEASE OF PAYMENT AMOUNTING TO Rs. 477,500/- FOR SUPPLIED MADE TO SHAHDADPUR INSTITUTE BY M/S HAKIMSONS (IMPEX) PVT. LTD.

THE COMPLAINT:

The Manager Accounts of M/s Hakimsons (Impex) Pvt. Ltd filed a complaint on 02-07-2021, stating that an amount of Rs. 477,500/- remains unpaid for supplies delivered to Shahdadpur Institute of Medical Science (SIMS) under Order No.7802-07 dated: 29-12-2018 and Invoice No. 21341 dated 04-01-2019. Despite the lapse of more than two years and submission of repeated written reminders to the Secretary Health, Government of Sindh dated 15-12-2020, 03-06-2021, and 16-06-2021, the payment has not been processed. The complainant has solicited the Provincial Ombudsman Sindh's intervention 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 (amended up-to date), by condoning the delay and subject to the submission of a copy of the CNIC and the mandatory affidavit on Form "A". The complainant subsequently submitted the required documents.

3. The matter was referred to the agency for comments / report. In response, the Director, Shadadpur Institute of Medical Sciences, Shahdadpur District Sanghar submitted his report vide a letter dated 15-04-2023, confirming that M/s Hakimsons (Impex) Pvt Ltd. had supplied items during the financial year 2018-2019, which were duly received. However, due to a budget cut of Rs. 30 million by the Government of Sindh in the last quarter of that year, payment could not be made to vendors, including the complainant. The institute has approached the Health Department through letters dated: 10-02-2021 and 08-04-2022 for release of additional funds to clear the liabilities.

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4. The matter of liabilities was placed before the Board of Governors meeting on 07.11.2024 which showed concern over the accumulation of liabilities in past years and allowed the Director, SMIS to pay off genuine / actual liabilities after comprehensive verification and after completing all codal formalities from the allocated enhanced budget of Financial Year 2024-25.

5. The Director, Shahdadpur Institute of Medical Sciences, vide letter dated 21-05-2025, informed that the Finance Department had agreed to release the required funds clearing the liabilities in May 2025, and the outstanding amount of Rs.477,500/- was paid to M/s Hakimsons (Impex) Pvt. Ltd., Karachi through crossed cheque No.69284329 dated 19-05-2025.

6. The complainant, in his rejoinder dated 23-05-2025, acknowledged receipt of the full and final payment of Rs. 477,500/- through Cheque No.69284329 dated: 19-05-2025 from Shahdadpur Institute of Medical Sciences. The Manager Accounts expressed sincere thanks for the support and efforts of this office in resolving the matter.

FINDINGS:

7. I have gone through the case file and found that:

- i. The funds were not released due to budget cut by Government of Sindh in the last quarter of the financial year 2018-19. The Director, SMIS was constantly pursuing the Health Department for providing funds to clear the liabilities and finally got decision on clearance of liabilities from the Board of Governors as pointed out at para-4 above.
- ii. M/s. Hakimsons Ltd., had received their due payment and hence their grievance has been redressed.

DECISION:

8. 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 upto date), I 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

30/7

Karachi, dated July, 2025