



DECISION

Complaint No. : POS/3844/2023

Name and address of the complainant : Mr. Khalique Zaman Soomro & Others,
R/o Village Yousuf Soomro, Union Council
Haji Soomar Abro, Taluka & District Badin

Name of the Agency Complained against : Health Department, District Badin

Name & Designation of Investigating Officer : Manzoor Ali Soomro,
Regional Director, Badin

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : **COMPLAINT AGAINST THE HEALTH DEPARTMENT
FOR TRANSFER OF DOCTORS, MIDWIFE FROM
BASIC HEALTH UNIT, VILLAGE YOUSUF SOOMRO,
BADIN AND NON-FUNCTIONING OF SOLAR
SYSTEM THERE**

THE COMPLAINT

Mr. Khalique Zaman Soomro and others filed a complaint on 24.05.2023 stating that the Basic Health Unit (BHU) of village yousuf Soomro, Badin is run by PPHI-A. Previously it had a regular Medical Officer, who provided the health services to 150 to 200 patients daily but now he comes only three days a week. Moreover, the female Doctor and Midwife working at the BHU have been transferred. Resultantly, the number of OPD has reduced drastically to only 15 to 20. The complainant further pointed out that the inverter of Solar system has also been removed from the BHU, without assigning any reason. In this regard, they approached the higher authorities of the Health Department but no remedial measures were taken by them. Being aggrieved by that, they solicited the intervention of this Institution in the matter for redressal.

PROCEEDINGS

2. The complaint was admitted u/s 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 after receiving mandatory Affidavit on Form 'A' alongwith other relevant documents. Then report into the matter was called from the District Health Officer, Badin vide letter dated 10.08.2023.

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3. The District Health Officer, Badin vide his letter dated 28.08.2023 forwarded a report from the District Manager PPHI Badin-A, in the matter. The District Manager, PPHI-A Sindh informed that a permanent Medical Officer (MO) namely Dr. Abdullah was posted by the Secretary, Health, Government of Sindh vide Notification dated 12.06.2023 at BHU Yousuf Soomro but he did not join. As such, Dr. Raza Ali, Medical Officer was working three days a week on cluster basis at the said BHU. Moreover, the female Medical Officer (FMO) of RHC Nindo was also looking after temporarily due to maternity leave of its actual FMO. She will be posted back at the BHU Yousuf Soomro after completion of her maternity leave. He further reported that Solar Inverter has been installed at the BHU Yousuf Soomro and was working properly, therefore, the issue of electricity and Solar system stand resolved.

4. After further correspondence, the District Manager, PPHI Badin-A reported vide his letter dated 06.03.2024 that a male Medical Officer and a female Medical Officer have been posted at the BHU Yousuf Soomro. Besides this, a Midwife was posted at the said BHU and performing duties with dedication. The labour room has also been established fully with all requirements.

COMPLAINANT'S REJOINDER

5. The copies of above mentioned reports of the Agency were sent to the complainant vide letters dated 30.08.2023 and 28.03.2024 for filing his rejoinder. After further follow up, he appeared before the Investigating Officer on 26.06.2024 and submitted in writing that due to efforts taken by this Institution, all the problems have been resolved and the said BHU was functioning properly.

DECISION

6. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of Office.

Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated 06th January, 2025