



DECISION

Complaint No. : POS/ROS/SKK-158/2024

Name and address of the complainant : HC Abdul Jabbar Abro,
DIG Office,
Sukkur.

Name of the Agency Complained against : Medical Superintendent,
Ghulam Muhammad Mahar Medical College Hospital, Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED DELAY IN FINALIZATION OF MEDICAL REIMBURSEMENT BILLS OF THE COMPLAINANT.**

COMPLAINT

Mr. Abdul Jabbar Abro, Head Constable, DIG Office, Sukkur, filed a complaint on 12.09.2024 regarding delay in verification of his medical reimbursement bills by the Medical Superintendent, GMMC Hospital, Sukkur which pertained to surgery of his wife in a private hospital. He, therefore, solicited our intervention in the 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 upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Medical Superintendent, Ghulam Muhammad Mahar Medical College Hospital, Sukkur vide this office letter dated: 30.09.2024. In response, he reported on 11.10.2024 that wife of the complainant was examined by the members of Special Medical Board GMC Hospital, Sukkur on 03.07.2024 and after completing all codal formalities reimbursement case was finalized on 09.10.2024. In support thereof, he also enclosed the copy of the Medical Board's report.
3. A copy of said report was sent to the complainant for filing of his rejoinder vide this office letters dated: 16.10.2024, 07.11.2024, 25.11.2024 but no response was received from him. He was contacted on his mobile No. 0303-9734143, when he confirmed the verification of his reimbursement bills and requested to close the case.

FINDINGS

4. According to report of the Medical Superintendent, Ghulam Muhammad Mahar Medical College Hospital, Sukkur, the case of reimbursement of medical charges of the complainant has been finalized. The complainant also confirmed it telephonically. Hence, no further action is required.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; ~~31~~ March, 2025