



DECISION

Complaint No.	:	POS/1997/ROK-27/(Khp)/2022
Name and address of the complainant	:	Mr. Saeed Khan, S/o Manu Faqeer Shanbani Baloch, R/o Village Agan Khan, P.O Choondiko, Taluka Nara, 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	:	Dr. Syed Sharaf Ali Shah, Advisor-J
Subject	:	<u>COMPLAINT REGARDING NON-PAYMENT OF SALARY FOR THE LAST TWELVE YEARS.</u>

COMPLAINT

Mr. Saeed Khan filed a complaint on 08.04.2022 stating that he was appointed as a Dispenser in the Health Department on 05.11.2010, but has not received any salary for the last twelve years despite approval of his appointment by the Secretary, Health Department, Government of Sindh, Karachi. He claims that he has continuously performed his duties during this period and alleged that the District Health Officer (DHO), Khairpur, has been paying salaries to his favorite employees only. He requested intervention from this office for redressal of his grievance.

PROCEEDINGS

02. 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 in filing it and subject to submission of an Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with the **District Health Officer (DHO), Khairpur** on **28.04.2022** for comments. In response, the DHO reported on **10.11.2022** that no record of complainant, Mr. Saeed Khan was available in his office. The DHO requested that the complainant may be advised to furnish relevant documents for further action.

04. The Agency's response was shared with the complainant on **17.11.2022**. In reply, the complainant submitted a rejoinder on **29.11.2022** expressing dissatisfaction and claiming that he had already submitted the relevant documents to the DHO Office, Khairpur.

05. A hearing was held on **17.05.2023**, attended by **Dr. Shahid Hussain, Assistant DHO, Khairpur**, and the complainant. During the hearing, Dr. Shahid assured submission of a detailed report within a week. Subsequently, the DHO reported on **19.05.2023** that the **FO-I Form** for opening the complainant's salary ID was forwarded to the **District Accounts Office, Khairpur** on **09.12.2019**, through **Mr. Abdul Sattar Maitlo, Junior Clerk**.

06. On 10.08.2023 the District Accounts Officer (DAO), Khairpur was asked to intimate the status of the case and reasons for the delay. On 18.08.2023, the Additional DAO reported that the complainant's case had **not been received** by their office.

07. On 16.06.2025, the complainant appeared and produced copies of:

- DHO, Khairpur's letter dated 10.04.2015 addressed to the Secretary, Health Department.
- Finance Department's letters dated 27.05.2015 and 01.06.2015 addressed to DAO, Khairpur,
- A list of 21 newly appointed health workers (mentioning his name at Sr. No. 7)
- Copies of Order Sheets from the Hon'ble High Court of Sindh, Sukkur Bench, in C.P. No. D-1209 of 2012

Based on these, the **ADAO-I, Khairpur** was again approached for redressal.

08. On 21.07.2025, the **Additional DAO, Khairpur** reported that the FO-I Form was neither received nor traceable in their record. The ADAO requested that the complainant may be guided to approach his administrative department. The complainant was guided accordingly.

09. The Investigating Officer also persuaded the **DHO Office, Khairpur**, which instead of resolving the matter, referred it to the **Secretary, Health Department** on 21.05.2025 for further guidance.

FINDINGS

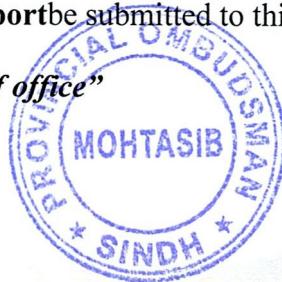
10. Based on the investigation and documentary evidence, it is apparent that the **District Health Officer, Khairpur** malafidely delayed the processing of the complainant's salary case **without any valid justification**, despite approvals from the **Secretary, Health Department** and the **Finance Department** in 2015. This reflects **administrative negligence and maladministration** on the part of concerned officers / officials of the District Health Office Khairpur.

DECISION

11. In light of the above findings, the complaint is **disposed of and consigned to record**. However, in exercise of powers conferred under **Section 11** of the *Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date)*, I hereby direct the Secretary, Health Department, Government of Sindh that:

- Ensure immediate release of salary to complainant, Mr. Saeed Khan, a Dispenser after completion of required codal formalities.
- Departmental inquiry shall be initiated to fix responsibility on the delinquent officers / officials of DHO Office, Khairpur for delaying the matter.
- Compliance report be submitted to this office within **60 days**.

"Given under my hand and seal of office"



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 8th October, 2025