



## **DECISION**

**Complaint No.:**

POS/714/2025/N-10

**Name and address  
of the complainant :**

Mr. Muhammad Saleem Khan Naz,  
R/o. Quarter No.4, Nepair Police, Block-22,  
Police Line, Leak Market, Karachi.

**Name of the Agency  
Complained against :**

Home Department, Government of Sindh

**Name & Designation of  
Investigating Officer :**

**Muhammad Naseer Jamali, Advisor-N**

**Subject :-**

COMPLAINT AGAINST NASEEM A CLERK OF  
HOME DEPARTMENT REGARDING NON-  
REIMBURSEMENT OF MEDICAL CHARGES  
INCURRED BY THE NEPHEW (NOW DECEASED)  
OF THE COMPLAINANT

### **Complaint**

Mr. Muhammad Saleem Khan Naz filed a complaint dated 31.01.2025 wherein he stated that his nephew, Kashif Mushtaq HC-2237 (SRP) was on training at Police Training College Saeedabad Karachi. He was injured due to a road accident and a medical reimbursement claim was submitted in Home Department in 2018 through proper channel. He alleged that one clerk namely, Muhammad Naseem posted at S.O (Police-II) Section had misplaced the original documents of medical reimbursement claim due to non-payment of bribe to him. Subsequently, the Home Department had approved the medical reimbursement claim on the basis of duplicate verified bills vide sanction order dated 20.02.2020, amounting to Rs.300,000/- but the office of A. G. Sindh did not pass the medical reimbursement on duplicate bills. The original complainant, HC-2237 Kashif Mushtaq had expired on 23.06.2020 and he requested that the medical reimbursement claim of late HC-Kashif Mushtaq should be paid to his legal heirs. He enclosed the copies of sanction order, FRC and Heirship Certificate of deceased HC Kashif Mushtaq. Aggrieved by that, he solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued a notice vide letter dated 06.03.2025 to the Section Officer (Police-II) Home Department for report, who in response informed vide letter dated 15.04.2025 that the sanction order for reimbursement of medical charges in favour of HC-2237, Kashif Mushtaq of SRP Base-II Karachi was issued vide dated 20.02.2020 but the same was not paid. Further report may be obtained from Finance Department and Accountant General Sindh, Karachi.

**Cont'd.....P/2.....**



(2)

4. This office issued a notice dated 21.04.2025 to the Finance Department and A. G. Sindh Karachi for comments on the report of Home Department. The Section Officer (Medical-II) Finance Department informed vide letter dated 19.05.2025 that the Home Department had issued sanction order for payment in favour of HC Kashif Mushtaq without original documents, as no medical reimbursement claim is entertainable on photocopies of bills/vouchers/NAC and report of Special Medical Board. The Home Department has been requested to submit all original documents, death certificate, copy of CNIC and pension slip in order to process the case of HC Kashif Mushtaq.

5. Subsequently, the Section Officer (Police-II) Home Department informed vide letter dated 15.07.2025 that since the original documents of medical reimbursement are missing and enquiry is being conducted against Muhammad Naseem, Junior Clerk of Home Department. He further informed that the photocopy attested documents after proper verification for reimbursement of medical claim of HC-2237 Kashif Mushtaq have been forwarded to the Finance Department for approval.

#### **Findings**

6. The investigation of the complaint established that the Home Department has confirmed that the original medical reimbursement bills have been missing and the enquiry is being conducted against the said Junior Clerk. The Home Department has already issued a sanction order vide dated 20.02.2020 after verification of the documents.

#### **Decision**

7. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the province of Sindh Act 1991 (amended upto date), I, hereby direct the Secretary, Finance Department to consider the request of the complainant on humanitarian grounds for payment of medical reimbursement claim of late HC-Kashif Mushtaq for approval as verified by the Home Department in favour of legal heirs of deceased HC-Kashif Mushtaq under intimation to this office. Moreover, the Additional Chief Secretary, Home Department is directed to conclude the enquiry against Muhammad Naseem, Junior Clerk in 15 days and take required action on the basis of findings of enquiry under intimation to this office. Compliance shall be reported in 30 days.

*Given under my hand and seal of office.*



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
**Sitara-e-Imtiaz. PAS**  
**Ombudsman Sindh**

Karachi, dated 30<sup>th</sup> July, 2025