



## DECISION

POS/3417/2024/N-19

Complaint No.:

Name and address  
of the complainant :

Syed Khalid Mehmood, retired Sub-Inspector Police,  
R/o. House No.R-296, Block-17, F.B. Area  
Karachi.

Name of the Agency  
Complained against :

- i. Home Department, Government of Sindh.
- ii. Finance Department, Government of Sindh.

Name & Designation of  
Investigating Officer :

**Muhammad Naseer Jamali, Advisor-N**

Subject :-

COMPLAINT AGAINST INORDINATE DELAY IN  
PAYMENT OF MEDICAL REIMBURSEMENT  
CHARGES TO THE COMPLAINANT

### Complaint

Syed Khalid Mehmood, a retired Sub-Inspector Police filed a complaint dated 26.07.2024 wherein he stated that he incurred an amount of Rs.511,145/- on treatment of his wife from private hospitals. The office of Inspector General of Police Sindh had forwarded his claim of Reimbursement of medical charges to Home Department vide letter dated 04.03.2022. He is visiting the Home Department since last two years for payment of medical reimbursement charges but to no avail. 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", other relevant documents and by condoning the delay.

3. This office issued a notice dated 06.08.2024 to the Section Officer (Police-II) Home Department, Karachi for report, who in response informed vide letter dated 02.10.2024 that the claim of medical reimbursement charges of the complainant has been forwarded to Finance Department vide letter dated 25.01.2024.

4. The matter was taken up with Finance Department vide letter dated 04.10.2024 for report. In response, the Section Officer (Medical-II) Finance Department endorsed a copy of letter dated 08.10.2024 wherein the claim was referred back to Home Department with the observation "**AD concerned shall send a letter to hospital concerned enclosing therewith copies of admission and discharge card and hospital bills, receipts for verification. Verification letter from the hospital concerned must be attached before forwarding the RMC claims**". The Home Department referred the matter to Inspector General of Police Sindh vide letter dated 18.10.2024 for further action.

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5. This office issued a letter dated 10.01.2025 to the Inspector General of Police Sindh to expedite the verification of medical reimbursement charges as observed by the Finance Department. After verification of bills from the concerned hospitals, AIGP (Finance) CPO Sindh, Karachi forwarded the case of medical reimbursement charges of the complainant to Additional Chief Secretary, Home Department vide letter dated 24.03.2025.

6. This office issued a letter dated 27.03.2025 to the Home Department to expedite the request of the complainant. The Home Department forwarded the case to the Finance Department vide letter dated 01.07.2025 for taking further action. This office also requested the Finance Department to expedite the case of the complainant vide letter dated 10.07.2025.

7. The Section Officer (Medical-II) Finance Department informed vide letter dated 04.08.2025 that the instant case of reimbursement of medical charges pertains to the bills for the period from 2018 to 2021 which was initially submitted by Home Department vide letter dated 25.01.2024 with incomplete documents, hence, the same was returned back to Home Department vide letter dated 08.10.2024 with the observations as mentioned in para-4. Further, the Section Officer (Medical-II) referred the guidelines issued by Finance Department to all departments vide dated 14.03.2025 as under:

***The claims which are more than three years old shall not be entertained and the same be treated as time barred cases. It is further clarified that the cut of date for counting of three years will be the date on which reimbursement claim is received in respective Administrative Department.***

However, the case of the complainant, claiming reimbursement of medical charges was submitted in Administrative Department vide dated 04.03.2022 within 03 years.

#### **Findings**

8. The investigation of the case revealed that the case of the complainant was delayed by the agencies as under:

- i. The claim of RMC was submitted to Home Department (Administrative Department) vide dated 04.03.2022 and the same was forwarded to Finance Department vide dated 25.01.2024 (delay of 22 months by the Home Department).
- ii. The Finance Department could have regretted the claim of RMC in 1<sup>st</sup> instance when the claim was received in January-2024 but the same was referred back to Administrative Department with the observations as mentioned in Para-4 above.
- iii. The bills of claiming RMC have been verified for 2<sup>nd</sup> time from concerned hospitals on the directions of Finance Department and resubmitted to F.D vide letter dated 01.07.2025.

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**Decision**

9. 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 reconsider the claim on account of RMC of the complainant as its late submission to Finance Department was not the fault of the complainant but due to the fact that it was unnecessarily kept pending Home Department. Moreover, the Additional Chief Secretary, Home Department is directed to conduct an enquiry against the concerned officers/officials responsible for such inordinate delay in processing the matter and take further action on the basis of findings of enquiry under intimation to this office.

*Given under my hand and seal of office.*

Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 18<sup>th</sup> August, 2025

