



## DECISION

Complaint No. : POS/4519/2023/HYD/276

Name and address of the complainant : Qazi Ateeq-ur-Zaman Siddiqui, Rtd Associate Professor  
R/o H.No: 103, JOCHS, Phase-02, Kohsar Latifabad,  
Hyderabad.

Name of the Agency Complained against : Secretary, College Education Department.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST COLLEGE EDUCATION  
DEPARTMENT ALLEGING INORDINATE DELAY IN  
PAYMENT OF MEDICAL REIMBURSEMENT CLAIM TO  
THE COMPLAINANT

### Complaint

Qazi Ateeq-ur-Zaman Siddiqui, a retired Associate Professor filed a complaint dated 12.06.2023 wherein he stated that his medical reimbursement claim amounting to Rs.272,000/- is pending for approval in College Education Department since 2017. He approached the department repeatedly but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### Proceedings

2. The case was admitted for investigation u/s 10 (3) 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 and by condoning the delay.
3. This office issued a notice dated 21.07.2023 to the Director General, College Education Department, Karachi and Section Officer (G.A) College Education Department, Karachi for report. The case was heard on 30.08.2023 when the representative of the agency informed that the medical reimbursement claim of the complainant has been forwarded to the Section Officer (Medical) Finance Department, GOS Karachi vide letter dated 28.08.2023.
4. The Section Officer (Medical-II), Finance Department informed vide letter dated 07.11.2023 that the Sanction Advice dated 07.11.2023, amounting to Rs.272,000/- for payment of medical reimbursement has been issued in favour of the complainant.
5. The complainant vide written statement dated 30.07.2024 confirmed the receipt of cheque dated 15.02.2024, amounting to Rs.272,000/- on account of medical reimbursement. He extended thanks to this Institution on redressal of his grievance.

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**Findings**

6. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

**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), the complaint is disposed of as redressed.

Given under my hand and seal of the office



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

**Karachi, dated 12<sup>th</sup> March, 2025**

