



DECISION

Complaint No.	:	POS/2675/2025/RM-237
Name and address of the complainant	:	Mr. Azam Khan, R/o. Nasarpur, District Tando Allahyar.
Name of the Agency Complained against	:	District Health Officer, Tando Allahyar
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST RURAL HEALTH CENTER NASARPUR TOWN - DISTRICT TANDO ALLAHYAR ALLEGING NON-AVAILABILITY OF DOCTORS, NURSES AND BASIC FACILITIES.

Complaint

Mr. Azam Khan filed a complaint through email dated 28.04.2025 wherein he alleged “*There are no doctors, no machines to check and no system to check the patients properly by the nurses and there is no facility provided for a pregnant woman in fact there is none at all*” @ Rural Health Center, Nasarpur. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. This office issued a notice dated 07.05.2025 to the complainant to submit mandatory documents required under provision of law but he did not respond despite reminders.
3. This office issued a notice vide letter dated 27.06.2025 to the District Health Officer, Tando Allahyar for report, who in response submitted report that the Rural Health Center Nasarpur is properly functional, monthly OPD is around 4000 patients, essential medicines are available, ultrasound machine, oxygen cylinder, generator and X-ray machines are in proper working condition, 5 Medical officers and 2 women doctors, nurses and staff is posted there. There are 03 sanctioned posts of Senior Medical Officers but only one post is filled and two posts are vacant.
4. The Investigating Officer Mirpurkhas visited Rural Health Center Nasarpur on 18.08.2025 alongwith team of District Health Officer, Tando Allahyar and found that the health centre was working properly. Few patients were interviewed who had shown satisfaction on service delivery by the doctors and staff of Rural Health Centre.

Findings

5. No maladministration has been established against the agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), I, hereby direct the Secretary to Govt. of Sindh Health Department, Karachi to ensure filling of vacant posts specially the vacancies of Senior Medical Officers in order to improve the working of health facility at Nasarpur.
7. The complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



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

Karachi, dated 17 October, 2025