



DECISION

Complaint No. : POS/9438/KE-574/2023

Name and Address of the Complainant : Mr. Farhan Farzand Ali, Manager Sales, M/s. 319 Solutions Pvt. Ltd, B-18, 2nd Floor Humaira Centre, Plot No.188-I-A/2, PECHS, Block-02, Karachi.

Name of the Agency Complained against : Jinnah Sindh Medical University Karachi

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **DELAY IN PAYMENT OF RS. 1,719,500/- TO THE COMPLAINANT TOWARDS SUPPLY OF SCANNERS TO JINNAH SINDH MEDICAL UNIVERISTY, KARACHI IN AUGUST 2023.**

THE COMPLAINT

Mr. Farhan Farzand Ali, in his complaint dated 23.11.2023 stated that he is experiencing significant delays in receiving payment of Rs.1,719,500/- for the supply of scanners to Jinnah Sindh Medical University, Karachi, (JSMU). As per the Notification of Award dated August 12, 2023, he delivered the scanners to the Examination Department of JSMU on August 22, 2023. Since then, the complainant stated that he has been diligently pursuing the Finance Department, Examination Department, and Vice Chancellor's Office of the University to secure the release of the payment for aforementioned delivery. He stated that despite submitting multiple letters/reminders to the Vice Chancellor's Office, he had not received any response from the University. He emphasized that since he had made the supply directly to JSMU, the payment should also be released by JSMU itself, instead from PMDC Funds, as there is no such clause mentioned in either the tender documents or the notification of Award. The complainant did not receive positive response from the Agency, and therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 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, report was called from the Agency. In response the Registrar, Jinnah Sindh Medical University, Karachi, vide letter dated 08.01.2024 reported that the payment of Rs.17,19,500/- towards supply of Scanners to Jinnah Sindh Medical University, Karachi in August, 2023 will be made as the PM&DC has issued the cheque in favor of JSMU, hence the payment shall be released during the current week.

Contd....

(2)

3. Later, the Registrar, Jinnah Sindh Medical University Karachi vide letter dated 20.02.2024 reported that the subject payment in the matter amounting Rs.1,719,500/- (One Million Seven Hundred Nineteen Thousand Five Hundred only) has been released in favor of M/s 319 Solutions Pvt. Ltd. vide cheque No. 00016656, dated 11.01.2024.

4. Copy of the Agency's report was forwarded to the complainant for confirmation, who vide letter dated 23.09.2024 confirmed receipt of payment amounting to Rs. 1,719,500/- from Jinnah Sindh Medical University, Karachi. He extended gratitude to this institution.

FINDING

5. As a result of timely intervention of this Institution, complainant's grievance has been resolved.

CONCLUSION

6. In view of the above, 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 05th November, 2024