



HEALTH DEPARTMENT  
GOVERNMENT OF SINDH



**SINDH**  
INTEGRATED EMERGENCY  
& HEALTH SERVICES

THE



# QUARTERLY DISPATCH

BY SIEHS

A NEW  
YEAR  
A WIDER  
MERCY

OCT-DEC 2025 | NEW YEAR EDITION



# INSIDE THIS ISSUE

- **From the Desk**
  - Note from the Editor
  - New Year Message from the CEO
- **Defining Moments**
  - SIEHS Re-certified to ISO 9001:2015
  - Team SIEHS Masters Agentic AI
  - Sindh's First Boat Ambulance Initiative
- **From Vision to Action**
  - Visit of IG Sindh Police
  - SIEHS at Health Asia & PIMEC 2025
  - Creating Future Life-Savers
- **Healing Narratives**
  - Quran Khwani & Mehfil-e-Naat
  - Tele-Tabeeb: Care Beyond Boundaries
  - Patient Care & Impact Stories
- **Celebrations & Observances**
  - Breast Cancer Health Awareness Activities
  - Diwali Celebrations
  - Christmas Celebrations
- **Standing Strong**
  - Response to the Blast
  - Mobile Monitoring in Action
  - Duty Done with Dignity & Commitment
- **Stories from Inside**
  - Voices from the Field
  - Tele-Tabeeb: Stories of Hope
- **In the Spotlight | Media Frame**
  - SIEHS in the News
- **In Case You Missed It**
  - Key Updates & Highlights
- **Our Employees of the Month**



## EDITOR'S NOTE

Assalamu-Alaikum, and welcome to the New Year edition of the Quarterly Dispatch.

This year marked a quiet but decisive shift for SIEHS—defined not by expansion alone, but by stabilization, maturity, and intent.

Throughout October, November, and December, our direction remained consistent: strengthening systems, reinforcing trust, and advancing a vision now firmly rooted across Sindh. The launch of Sindh's first Boat Ambulance in Thatta reflected this approach—an intervention shaped by geography and need. In the same spirit, the deployment of 110 state-of-the-art ambulances further strengthened our capacity to serve communities across the province with greater reach and reliability.

During this period, SIEHS also maintained a strong presence at national platforms, including the Health Asia Expo & Conferences 2025 and the Pakistan International Maritime Expo & Conference (PIMEC) 2025, contributing meaningfully to conversations shaping Pakistan's healthcare landscape. We also welcomed a diverse set of stakeholders at our Head Office—from IG Sindh Police, Mr. Ghulam Nabi Memon, to a high-level delegation including Ms. Ayesha DeCosta from the World Health Organization (WHO) – Geneva, and leadership from the Korangi Association of Trade & Industry—engagements that went beyond formalities and toward shared priorities.

This quarter further saw focused initiatives in mental health awareness, through on-ground engagements at NASTP, PACC, and Jamia Tur Rasheed. We also strengthened partnerships with the Sindh Sports & Youth Department and showcased SIEHS at the Science & Technology Festival 2025 and the 35th National Games, reinforcing a clear belief: healthcare systems must remain visible, relevant, and connected to the communities they exist to serve.

Capacity-building remained central to our work. Through engagements with leading organizations such as Engro and PARCO, we trained future lifesavers and reinforced emergency preparedness beyond our own ecosystem. And through every intervention across the province, our core mission—to save lives—remained unmistakable. This quarter alone, SIEHS handled approximately 2.5 million calls (averaging 27,000+ daily), contributing to 400,000 lives saved through timely response and coordinated care.

Amid these milestones, we also faced a profound loss. Naeem Masih, one of our frontline responders, passed away due to cardiac arrest while in the line of duty. His service reminds us that behind every system are individuals who carry its weight—often quietly, always with courage. He was laid to rest with dignity, reflecting the respect owed to a life spent in service.

As we step into 2026, this quarter stands as a reminder that progress is not always loud. Sometimes, it is measured in consistency, resilience, and the ability to stand firmly. We are also proud to share that SIEHS has been recertified as ISO 9001:2015.

Wishing you and your families a Happy New Year.

*Kamran Zulfikar*

General Manager – Communications  
& Chief Editor, The Quarterly Dispatch  
Sindh Integrated Emergency & Health Services (SIEHS)

## NEW YEAR MESSAGE FROM THE CEO

As we transition into 2026, I wish to reflect on the past year with clarity—and with the respect due to the challenges we encountered. 2025 was a year of severe testing for the entire nation: from the national resolve of Marka-e-Haq, where our country stood united against external challenges, to the monsoon floods that strained every sector of our province, the pressure was unrelenting. In such environments, an organization's value is measured by its discipline, not its rhetoric. Sindh Integrated Emergency & Health Services (SIEHS) did not waver. We held our ground, maintained unity of effort, and demonstrated that our resolve is highest when the national stakes are greatest.

In emergency care, reliability is not a matter of chance. It is a deliberate objective—rigorously built. This principle governed our operations across Sindh throughout the year. We did not merely expand; we strengthened our tactical reach. By launching Sindh's first Female Rapid Response Bike Squad, we brought speed and specialized capability to the frontline. Through the Sindh Boat Ambulance Service, we extended emergency access into riverine communities—reaching areas where conventional road access ends. We also fortified our highway network with 110 new ambulances, strategically positioned to ensure help is available at critical intervals along our primary routes.

Ultimately, performance is validated by trust. This year, the SIEHS helpline managed nearly 10 million calls—millions of instances where the public placed their lives in our hands. We honoured that responsibility with 1.5 million lives saved. Within this same operational reality, 920 babies have been born in SIEHS ambulances—a testament to teams that remain steady when circumstances allow no margin for delay. In 2025 alone, over 150 babies were delivered during transit, under conditions where precision, composure, and patient safety must be maintained without pause.

Building on this model of real-time support, we also strengthened access to continuity of care. Our recent initiative #1123—a non-emergency consulting service—extends assistance beyond the ambulance: from medical OPD guidance to mental health counselling, and from family planning support to linkage with wider referral and research pathways. It reflects the same principle that defines our service: welfare, responsibility, and readiness—one team, prepared to act, and willing to go a step further.

Our trajectory for 2026 is defined by quiet competence and visible results. We are not just managing a fleet; we are upholding a standard and securing a legacy of trust that serves as a benchmark for the nation. To our responders on the road, our staff who remain steadfast through rain and exhaustion, and our partners—thank you for your service and your trust. We will continue to deliver timely, patient-centric care with unwavering respect, 24/7.

Happy New Year. I wish you and your families a year of health, progress, and prosperity.

Pakistan Zindabad.

**BRIG. (R) TARIQUE QUADIR LAKHIAR**

Chief Executive Officer  
Sindh Integrated Emergency & Health Services (SIEHS)





## SIEHS RE-CERTIFIED TO ISO 9001:2015 PAKISTAN'S ONLY ISO-CERTIFIED AMBULANCE SERVICE

Sindh Integrated Emergency & Health Services (SIEHS) has completed its **ISO 9001:2015 Quality Management System (QMS) re-certification audit with zero non-conformities**, reaffirming SIEHS as **Pakistan's first and only ISO 9001:2015 certified ambulance service**. ISO 9001:2015 is globally recognized because it sets requirements for a quality management system built on **consistent service delivery, documented processes, accountability, and continual improvement** standards that directly matter in time-critical emergency response. In an emergency, **reliability isn't a claim—it's a system**. This certification is proof that SIEHS delivers care the same way every time: **structured, accountable, and continuously improving**, even under pressure.



Importantly, this cycle also expanded the ISO scope of SIEHS's QMS, from **19 to 24 ISO-certified stations, with the Command & Control Centers in Karachi and Hyderabad**, as well as the Fleet Workshop, now included in scope—strengthening quality oversight end-to-end, from dispatch to fleet readiness.

The achievement was formally marked at the re-certification closing ceremony at the Head Office, where teams were appreciated for the scale and seriousness of their work. **Korangi Station** was recognized for achieving the highest score in Karachi, while **Matiari and Ghotki Stations** also delivered strong performance across Interior Sindh.



This re-certification was a major, sustained exercise led by the **MEAL (Monitoring, Evaluation, Accountability & Learning) Department**, not a routine formality. Internally, the audit lasted **29 days**, encompassing **30 districts, 54 sites, and 423 audit hours**. Externally, the certification assessment conducted by **SGS (Société Générale de Surveillance)** as the external auditor—was carried out over **11 days, covering 12 districts, 34 sites, and 137.5 auditor-hours**. The scale matters because ISO 9001:2015 only means something when it withstands this level of scrutiny—across locations, teams, and repeated checks, with the same standard remaining consistent.

**With zero non-conformities and an expanded scope, this audit cycle strengthens what ISO is meant to protect: operational consistency on the ground—so the standard doesn't change with location, workload, or pressure.**

## THE ARCHITECTS A HUMAN-CENTERED STEP INTO AGENTIC AI

While digital transformation is often viewed through a technical lens, **People & Culture at SIEHS** is reframing it as a **human centered evolution**—one that helps teams work smarter, reduce friction, and protect time for the work that matters most. Through a new capacity-building initiative, the department is ensuring our people are not simply adapting to AI, but are learning how to shape it responsibly for real operational value. The initiative began with an **intensive, three-day, hands on workshop for 20 members of the inaugural cohort**, moving beyond basic automation into the practical world of **Agentic AI**.

A core idea introduced to participants was the **"Digital Twin"**—not a personal replica, but a work-support partner built around workflows & professional context. Instead of using AI as a chatbot for one-off questions, the training positioned it as an assistant that can learn how a person works and help plan, organize, and carry out routine processes. The goal is simple: **offload repeatable tasks**, such as

summarizing information, routing requests, or drafting standard responses, so staff can focus more consistently on **higher impact decisions** and mission critical priorities.

To reflect the importance of this shift, the inaugural cohort was titled **"The Architects,"** recognizing their role in building foundations that can later scale across the organization. Under the technical guidance of **Muhammad Qasim**, a specialist in Generative AI and Data Science, participants worked through advanced modules in **Prompt & Context Engineering**, workflow orchestration using **n8n**, and building custom agent through the **OpenAI Agent Kit**.

Throughout the training, the focus remained grounded in **SIEHS realities**. Use cases were mapped to the day-to-day needs of emergency services & healthcare administration, specifically targeting ways to **reduce internal bottlenecks**, streamline information flow, and improve turnaround on routine requests. This ensures that internal processes can better



support the **urgency of frontline response**.

This milestone signals a clear direction: strengthening **in-house capability** and building a culture of practical, continuous digital innovation. By starting with the **Information & Digital Services (IDS) Team** and developing a repeatable blueprint, SIEHS is laying the groundwork to scale these capabilities across functions, ensuring our people remain equipped for the modern workplace as the organization grows.





## SINDH'S FIRST BOAT AMBULANCE LAUNCHED AT KEENJHAR LAKE



On 4<sup>th</sup> December, the still waters of Keenjhar Lake carried more than a ceremonial boat ride they carried a promise. With the launch of **Sindh's first boat ambulance**, emergency care in the province crossed a long-standing barrier, proving that geography will no longer decide who receives help in time.

Inaugurated by **Sindh Integrated Emergency & Health Services (SIEHS)**, the boat ambulance marks a decisive step in expanding **1122 emergency response** to communities living around lakes, islands and coastal belts where road ambulances are delayed, or cannot reach.

The programme unfolded with seamless on-ground coordination. **Mr. Mazhar Sethar and Agha Noman** led proceedings as main hosts, supported by **Erum, Aqsa, and Junaid**. Behind the scenes, teams managed logistics and operational checks with quiet precision, reflecting the discipline that defines emergency services long before a siren is ever heard.

The launch drew together **provincial leadership, district administration, political representatives, & community members**, signalling broad support for taking lifesaving care onto the water. Attendees included **Member Sindh Assembly Mr. Qasim Siraj**

**Soomro, Fayaz Abbasi (Commissioner Hyderabad), Rehana Laghari (MPA), Farooq Chandio (DHO Sujawal), and Imtiaz Qureshi (General Secretary - PPP).**

Before formal remarks began, **Brig. Tarique Quadir Lakhia-CEO SIEHS**, joined officials on a short boat ride across the lake – a deliberate and practical demonstration of the service's purpose. The message was clear: emergency response must move **safely, steadily, and without delay**, even where roads end.



The formal inauguration followed, with reflections from the CEO and stakeholders on why **water based emergency response** is essential for Sindh – a province shaped by rivers, lakes, and coastal communities.

Designed as a **fully functional emergency unit**, the boat ambulance is integrated with the **1122 helpline**. Onboard, **Emergency Medical Technicians (EMTs)** are equipped with **oxygen support, a portable stretcher and spine board, emergency medicines, IV fluids, and critical tools such as a pulse oximeter and suction machine** to stabilise patients during transport.

Safety on water remains central to operations. The service carries **life jackets, life buoys, searchlights, & sonar (echo-sounder) equipment**, ensuring reliable navigation and response even in **low-visibility conditions**, while safeguarding both patients and crew.

As formalities concluded, attention turned to the people who will carry this mission forward. A **commendation ceremony & oath taking** honoured the personnel behind the initiative, underscoring the discipline and responsibility that accompany every emergency call. For many, it marked the culmination of weeks of **specialised water based training**.





## IG SINDH POLICE VISITS SIEHS STRENGTHENING EMERGENCY COORDINATION

Emergency response is not measured only in minutes, but in coordination. When police and medical teams arrive at the same scene, the difference between confusion and control lies in how seamlessly they work together. This reality shaped the visit of **Inspector General of Police, Sindh, Mr. Ghulam Nabi Memon**, to the headquarters of **Sindh Integrated Emergency & Health Services (SIEHS)**.



Welcomed by **Brigadier Tarique Quadir Lakhair –CEO SIEHS** along with senior leadership, the visit focused on strengthening operational alignment between **Sindh Police** and **Sindh's integrated emergency services** — where it matters most: **on highways, at accident sites, and in high-pressure, time-critical situations**.

A key stop during the visit was **Tele-Tabeeb**, SIEHS's telemedicine platform. The delegation was briefed on how the service delivers real-time clinical guidance to field responders, particularly when **distance, uncertainty, or urgency** makes immediate medical direction essential. The model was welcomed as a critical extension of frontline care, ensuring that informed decisions do not wait for physical arrival alone.



Reflecting on the shared nature of emergency scenes, the **IG Sindh Police** highlighted a practical truth: in most serious cases, a police mobile and an ambulance arrive almost together. What follows in those moments can determine outcomes.

Discussions therefore remained focused and practical, addressing smoother ambulance movement on highways, stronger police support at high-risk scenes, and faster information sharing **during major emergencies**. **Brig. Lakhair** acknowledged the vital role played by **Sindh Police** in securing scenes and managing traffic flow, allowing medical teams to operate **safely, efficiently, and without obstruction**.



The delegation toured the **SIEHS fleet area**, reviewing response assets designed for Sindh's diverse access realities. From **standard ambulances** to the **Rapid Response Bike** and **Mountain Bicycle units**, each resource reflected a commitment to adapting emergency care to challenging environments. A **scaled model of Sindh's first boat ambulance** was also presented, underscoring efforts to reach communities beyond conventional routes.

The visit concluded with a shared commitment to deepen coordination through a **more structured and collaborative framework** — one that ensures when Sindh calls for help, the response is **unified on the ground, decisive in action, and reassuring for those living through crisis**.

Because when emergencies unfold, **coordination is not optional**. It is the foundation of trust, the driver of efficiency, and often, the difference between life and loss.

## BADIN TEAM REVERSES CARDIAC ARREST SAVES 4-DAY-OLD INFANT

A powerful example of dedication and life-saving emergency medical service unfolded recently at the **SIEHS Badin Station**, where staff successfully stabilized and transported a critically ill newborn.

On **December 15**, an emergency call was received concerning a life-threatening situation involving **Hasnain Raza, a 4-day-old newborn** suffering from severe **Shortness of Breath (SOB), Respiratory Distress Syndrome (RDS)**, and suspected **sepsis**. The situation demanded rapid action and highly skilled emergency care near Hyderabad.

Upon arrival, the patient was found in a critical condition and tragically went into **cardiac**

**arrest**. The attending **first responder, Zain Ali**, immediately and expertly initiated **CPR**, following all strict pediatric resuscitation protocols. After continuous, well-coordinated efforts, the **patient successfully reverted**, regaining circulation—a **crucial turning point** in the rescue.

Once stabilized, the infant was carefully transported with full monitoring and **neonatal precautions** from Indus Hospital Badin. Throughout the journey, **Zain Ali** maintained continuous assessment, oxygen support, and vital management to ensure the infant's safety.

Thanks to the quick response,



clinical skill, and **professionalism of paramedic Zain Ali**, the newborn was safely shifted to **Civil Hospital Hyderabad** for further advanced treatment. This case stands as a powerful testament to the value of timely action and the exceptional training of our Badin Station emergency medical teams.

## NEW LEVEL OF CARE: THARPARKAR STATION COMPLETES ITS FIRST VENTILATOR-SUPPORTED PATIENT TRANSFER

Sindh Integrated Emergency & Health Services (SIEHS) Tharparkar Station successfully handled a critical first: **ventilator supported inter-facility transfer** on December 8, marking a significant step forward in critical care capability for the district.

The achievement came after SIEHS received details of a critically ill patient in Mithi who needed immediate **ventilator assisted transport**. The team instantly mobilized an **Advanced Life Support (ALS)** ambulance, equipped with a state-of-the-art ventilator, and initiated the high-risk transfer from **NICVD Mithi to Bone Care Hospital, Hyderabad**.

Throughout the critical journey,

the dedicated crew comprising **Emergency Medical Assistant (EMA) Love Kumar & Emergency Vehicle Operator (EVO) Salman** ensured strict adherence to critical care transport protocols. The patient was stabilized on a **portable ventilator**, with the team maintaining continuous monitoring of vital signs. They meticulously focused on **stable oxygenation, ventilation, and hemodynamic stability** during transit, culminating in a seamless, safe handover at the receiving facility. The transfer was completed smoothly, with the patient delivered in a stable condition.

This **first ventilator-supported transfer** demonstrates a new level of operational readiness in



Tharparkar to manage the most complex emergencies, assuring the community that when time, precision, and calm decision-making are critical, SIEHS is equipped to deliver life-saving care across the long distances of the district.



## CLOSING THE GAP BETWEEN HOSPITALS FEAMER'S REAL-TIME PEDIATRIC TELEMEDICINE



Crucially, this seamless link was made possible by the dedicated collaboration with the **Sindh Institute of Child Health & Neonatology (SICHN)**. Emergency physicians and neonatologists from SICHN were the doctors consistently onboard and on screen, providing immediate, specialist guidance.

The pilot ran successfully from **6 June to 14 November**, covering **312 ABT cases** and **309 control cases**, supporting the transfer of over **1,000 critically ill pediatric patients**. Children managed with ABT stayed clinically stable and safe throughout transport, while control cases were successfully handled by field crews. This demonstrated both the immense strength of the Emergency Medical Service (EMS) teams and the extra layer of safety ABT can add.

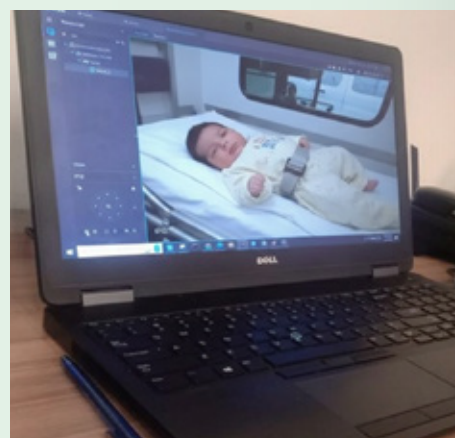
One October morning in Korangi, this digital link made all the difference. A **10-month-old boy, Sameer**, dependent on oxygen, had to be moved to a higher-level facility. As the ambulance pulled away, the emergency physician came on screen, watched his breathing, guided small changes in oxygen and positioning, and stayed with the crew until handover. **Sameer arrived stable**. For his parents, the doctor was already involved before they reached the hospital gate.

This pattern was repeated across case after case: a four-day-old neonate on Bubble CPAP travelling across the city; a day old infant ventilated by Ambu bag in the middle of the night. The ambulance became a **moving extension of the emergency department**, with the hospital guiding care in real time instead of waiting for the child to arrive.



For paramedics, FEAMER meant they were never alone on the hardest pediatric calls. For the system, it proved that ambulance-based telemedicine is not just a concept on paper; it can work reliably in **Karachi's actual traffic**, with real families and real risk. Behind the screens and data links, the **IDS team** quietly held it all together—building, maintaining, and refining the digital backbone that made real-time pediatric telemedicine possible on the move.

The pilot phase of FEAMER is formally complete, but the idea stays: a child in an ambulance should not be **"between"** care. With ABT, they are already **inside the chain of treatment** the moment the wheels start to move.



Under FEAMER, selected SIEHS vehicles were instantly transformed into small, moving telemedicine rooms. A **tablet, camera, and secure audio-video link** connected trained paramedics on the road with **emergency physicians** in the hospital. Instead of just a phone call, doctors could see the child, watch the monitors, hear the breathing, and guide treatment in **real time** while the vehicle was still moving.



## MIRPURKHAS RESPONDERS MANAGE MULTI-CASUALTY INCIDENT UNDER ECHO EMERGENCY

The **SIEHS Mirpurkhas Station** recently demonstrated exceptional commitment & professionalism by managing a sudden multi casualty **road traffic accident (RTA)** while already transporting a patient.

While the **Emergency Responders** were en route to the hospital, transporting an already picked up patient, the control room issued an **ECHO-level** (major incident) emergency code.

During transit near KFC Link Road, Mirpurkhas, the ambulance team observed the RTA involving multiple casualties. Recognizing the critical nature of the situation, **our first responder, Fahad Gul**, immediately halted the vehicle and conducted a rapid scene assessment.

Despite already having a patient on board, **Fahad** demonstrated exceptional professionalism and presence of mind. The team quickly identified **three young victims**, all in **critical condition**. They provided immediate first aid, stabilizing the victims according to emergency protocols. After ensuring safe handling and prioritization for all patients (including the original patient), the team transported the injured victims to the **Emergency Ward of Civil Hospital Mirpurkhas** without delay.

The timely intervention and quick decision-making by **Fahad Gul** and the entire team played a crucial role in saving lives and preventing further complications. All three victims were successfully



handed over to the emergency medical staff for further management. This incident highlights the effective multi-casualty management and **unwavering commitment to public safety** by the SIEHS Mirpurkhas staff.

## A TRANSFER TURNED DELIVERY TRIPLETS BORN INSIDE HOPE

What was scheduled as a routine patient transfer from DHQ Hospital Sanghar to PMC Nawabshah turned into a moment this crew won't forget.

Ms. Kaneez Fatima was en route in the **Hope Ambulance** operating under the **Thousand Days Project** (Sanghar)—with **Emergency Medical Technician (EMT) Abdul Hanan** on duty. Mid-journey, the situation changed dramatically: she went into active labour, right there in the back of the moving ambulance.

There was no delivery room. No time to "wait until we reach." Just a small space, a fast-moving timeline, and the kind of training that has to work when nothing

else is available. With Abdul Hanan's steady hands and calm decision-making, the delivery was managed safely, and then he realised it wasn't one baby.

### IT WAS TRIPLETS

Three newborn girls arrived en route. Once the mother and all three infants were assessed and confirmed stable, the decision was made immediately to divert to the nearest suitable facility for postnatal support and further assessment. The ambulance proceeded to PPHI Center Khadhro, where the medical team received all four patients mother and her three newborn girls—in stable condition.

We often measure emergency



response in minutes and kilometres. But sometimes the real measure is simpler: when the road doesn't give you ideal conditions, you become the care, right where the patient is. This heroic delivery, safely managed inside the ambulance Hope, is the true measure of training and dedication.



## HOW TELE-TABEEB BUILT AUTONOMY, STEP-BY-STEP



When **Anonymous**, 22, contacted **Tele-Tabeeb**, he presented a confusing mixture of frustration and confusion. Simple tasks like making a phone call required his sister's intervention, and a small stain could trigger a crisis. This difficulty wasn't for lack of effort; having been **extremely protected** growing up, he had never developed the confidence to manage ordinary life skills. When the real world demanded tiny things like making decisions or having difficult conversations, the resulting **overwhelm and fear** led him to retreat.

**Tele-Tabeeb** counseling officer Dr. Ifrah Naveed quickly identified that this was not about "growing up," but about building autonomy and awareness of vulnerability. His trusting nature and habit of being overly generous had unfortunately led to **financial exploitation**. He needed to learn how to stay steady when life remained ordinary.

The counselor structured the intervention around the core pillars of problem-solving:

### EMOTIONAL REGULATION

The initial focus was practical: teaching him how to **slow down reactions** before they became decisions. This involved learning what to do when a small problem felt catastrophic and how to manage stress **before it snowballed**.

### BUILDING PRACTICAL SKILLS & CHANGING THOUGHT PATTERNS

Decision-making and life skills were treated as practicable abilities, not fixed traits. The focus shifted to the real-life stuff:

- Making phone calls **independently**.
- Completing routine tasks **without spiraling**.
- Handling minor stressors without treating them like emergencies.

The crucial turning point involved setting **ironclad boundaries**. He learned to spot manipulation early and understand when his generosity ceased being kindness and became an opportunity for people to exploit him. Slowly, he stopped sacrificing his own stability for the sake of giving people the benefit of the doubt.

The changes were profound. **Anonymous** became calmer, less reactive, and more capable. He started taking initiative, trusting his own ability to handle outcomes. Today, he is living **independently in his own apartment**, holds a **government position**, has started his **own business**, and is preparing for **international relocation**—a powerful testament to the transformative reach of **Tele-Tabeeb**.

## BREAKING THE SILENCE BUILDING A MENTALLY RESILIENT PAKISTAN

Mental health is often called the battle we don't see—yet it shapes the quality of our lives and the strength of our communities. On World Mental Health Day, Brig. Tarique Quadir Lakhiair – CEO SIEHS, brought this conversation into the national spotlight through key media appearances.



On **365 News Morning Show – Rise & Shine with Nadia Khan & Zohaib Hassan**, a platform that blends headlines with people-first public awareness, he emphasized a simple truth: support is always within reach. He reinforced the same message on **Geo News' Geo Pakistan with Huma Amir & Abdullah**, highlighting how Tele-tabeeb connects people to specialized guidance and counselling—so no one feels they have to navigate their mental health journey alone.



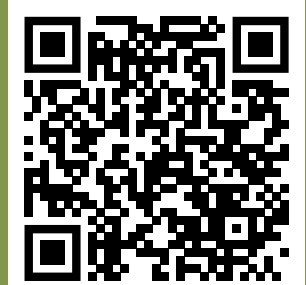
This commitment is reflected in the Tele-Tabeeb 1123 helpline, which has become a lifeline nationwide. This year, Tele-Tabeeb has provided **80,000+** free tele-medical and mental health consultations across Pakistan, ensuring expert advice and confidential support are just a call away. In his interviews, Brig. Lakhiair reiterated that seeking counselling is a sign of strength, and that Tele-Tabeeb is available for anyone who needs help.

This culture of care also starts internally. The People & Culture department held a focused session on Men's Mental Health, conducted by well-being coach Faraz Parekh, creating a safe space to discuss emotions and challenges often overlooked by societal norms.

Beyond media and internal wellness, Tele-Tabeeb continued community outreach through an interactive well-being exhibition in collaboration with ARY Sahulat Bazar at the Pakistan American Cultural Center (PACC) in Karachi. The session featured Personality assessments, Well-being screenings, and strength-identification activities. Participation included 44 Personality assessments, 47 well-being screenings, and 23 self-esteem boosting exercises, alongside direct medical consultations. Many attendees showed strong interest in Tele-tabeeb's mental health support and holistic approach to care.

The team also engaged students at the National University of Modern Languages (NUML) through emotional well-being and personality assessments, plus positive affirmation activities—helping youth better understand emotional triggers and personal strengths. SIEHS continues to reinforce that a healthier Pakistan begins with a healthier mind.

Scan the QR code below to watch the exclusive interview and learn more about our mental health initiatives.





## PINK OCTOBER AT SIEHS THE MONTH WE STOPPED WHISPERING ABOUT BREAST HEALTH

Pink October is easy to perform a ribbon, a caption, a pink outfit. The harder part is what breast cancer awareness is really asking women to do: **stop delaying check-ups**. Because the truth we keep running into – across every workplace, every social class, every “educated” circle – is that many women don’t ignore symptoms because they don’t know. They ignore them because denial is quieter than fear. And fear is heavy.

That’s the space SIEHS leaned into this Pink October: not just “early signs,” but the real-life behaviour behind late detection; postponing, downplaying, staying silent, hoping it disappears.

Digitally, we ran a month-long push across our **official social media**, focused on **myths vs. facts**, the kind of misinformation that makes women either panic unnecessarily or dismiss something serious with “it’s normal.” Our **blogs** carried that forward with more depth: **a woman’s story**, content on **early warning signs**, and continued myth-busting, written in a way that didn’t feel like a lecture, but like a conversation women could actually see themselves in.



On-ground, **Tele-Tabeeb** conducted a breast cancer awareness session at **Rapid Compute** as part of the Pink October initiative. It was an all-women space, intentionally kept comfortable and relatable, so learning didn’t feel intimidating, and questions didn’t feel “too much.” The session was warmly received, and the openness in the room mattered as awareness only works when people feel safe enough to speak.

At the **SIEHS Head Office**, we held

an in-house session for women staff on **10 October**, led by **Dr. Fareya Usmani** (General Surgeon with 25 years of experience; BHO Breast Hernia Obesity Clinic, Karachi). The session was interactive, not just information, but clarity. Dr. Usmani gave a **self-exam demonstration**, answered questions directly, and shared real-life stories that left the room unusually quiet for a moment. One point hit especially hard: **even educated women delay getting checked – even when the signs are obvious**. Not because they’re careless, but because they’re scared to make it real, and too busy to put their body first.



## BEFORE DIWALI, THERE WAS THIS EVENING

On **17<sup>th</sup> October**, SIEHS Head Office celebrated **Diwali** (**20<sup>th</sup> October**) a little early, so the people observing it could enjoy the moment with everyone before the day off. And honestly, it turned into one of those evenings that sit in your mind longer than you expect.

With **families invited**, the Head Office felt softer, less formal, more like a shared home. Kids ran around clutching sparklers, everyone stood in little circles catching up, and the whole place had that warm chaos that only happens when people bring their real lives into a workspace. One of the sweetest moments was seeing **Amar** bring his mother; it quietly changed the energy, like this wasn’t just an office celebration, it was something genuinely hosted.

There were **diye** glowing, **phuljari** sparking outside, a few **patakhay**, and a cake that turned into everyone’s excuse to gather in one place at once. The CEO joined in too, not as a quick walk-through, but as part of the celebration: smiling, staying, and sharing the moment with the team.

And in a way, that’s what SIEHS does best—not just on Diwali, but across the year. It’s a workplace where people are celebrated irrespective of religion, caste, or creed, where differences aren’t treated like something to “manage,” but something to respect, welcome, and make space for. The point isn’t only the festival; it’s the message underneath it: **you belong here, fully, as you are**.



To reinforce that message of belonging, before everyone left, there were thoughtful little gestures that made the evening feel complete: gift baskets for the guests, and goody bags for the kids—the kind they held onto like treasure. More than anything, the evening felt like what it should: light, laughter, and the simple comfort of knowing you’re celebrated here, not just accommodated. **That feeling of belonging is a light we carry forward every day.**





## EMPOWERING THE NEXT GENERATION BLS TRAINING AT NURSING COLLEGE SANGHAR

The future of healthcare lies in the hands of those willing to learn the most critical skills today. This was clearly evident as more than **60 Bachelor of Science in Nursing (BSN) students from the Nursing College (Female), Sanghar**, gathered for a comprehensive training session on **Basic Life Support (BLS)**.



The session, led by **Senior Manager Mr. Fareed Ahmed Khaskheki**, bridged the gap

between medical theory and life-saving action. Mr. Khaskheki delivered the curriculum in an engaging, interactive format, ensuring that every student understood the **"why" behind the "how."** The room remained highly participatory, with students actively stepping forward to lead discussions and perfect their techniques during hands-on demonstrations.

The importance of the event was further highlighted by the presence of the **Acting Principal, Ms. Razia Laghari, and Mr. Ali Raza (DM – Hyderabad)**. Their involvement underscored the institution's unwavering commitment to strengthening clinical competencies and ensuring that these future nurses are fully prepared to handle emergency

response scenarios with confidence and precision.

By the end of the day, **60 young professionals** walked away not just with new knowledge, but with the practical skills required to save lives when seconds count. At SIEHS, we believe that empowering nursing students with these essential skills is a vital step toward a more resilient healthcare system for all.



## THE QUIET WORK THAT KEPT 1122 MOVING

If this quarter had a "keep everything working" team, it was the Biomedical Department. Their work happened far from the spotlight—less about meetings and more about hands-on problem-solving. Across stations, the team responded to reported faults and focused on the equipment relied on most in emergencies: patient monitors, suction machines, nebulizers, oxygen regulators, BP apparatus, ventilators, AEDs, and pulse oximeters with SpO<sub>2</sub> probes. The goal was clear: when equipment is needed, it must work instantly and without confusion.

Behind the scenes, Biomedical focused on readiness. Equipment was checked, serviced, and repaired to perform without fail. Devices were tagged and tracked

so nothing was misplaced when seconds mattered. In-house upgrades strengthened operations, including new patient monitor batteries installed across multiple stations. Accuracy was protected through calibration of critical devices, while regular ambulance checks ensured lifesaving tools were always on board. Training remained practical & hands-on, giving teams confidence to use equipment correctly under pressure.

One fix captured the department's impact clearly: a critical incubator battery backup issue was resolved, staff were trained, and the unit was installed in an ambulance—strengthening newborn transport support. This is Biomedical's quiet strength turning technical precision into readiness that saves lives. When

1122 moved, Biomedical ensured every response moved forward with confidence when every second counted.



## QURAN KHWANI & MEHFIL-E-NAAT GATHERINGS AT JACOBABAD AND SUKKUR STATIONS

In moments that call for calm and connection, our stations become more than operational spaces — they become places of unity. Recently, teams at **Jacobabad and Sukkur** held spiritually uplifting gatherings of **Quran Khwani and Mehfil-e-Naat**, creating an atmosphere of reverence, peace, and shared remembrance.

At **Jacobabad Station**, the event commenced with a Quran Khwani, establishing a serene tone for the gathering. Following the recitation of the Holy Quran, a **Mehfil-e-Naat** was held, where soulful naats, rendered in melodious voices, warmed the hearts of those present. The celebration carried a quiet note of devotion — a reminder of the values that shape our inner strength and guide our service.

Similarly, the **Sukkur Team** organized a heartfelt **Quran Khwani and Mehfil-e-Naat**, bringing colleagues together in remembrance of **Allah (SWT)** and love for the **Prophet Muhammad ﷺ**. The gathering promoted unity, peace, and spiritual connection, strengthening the bond within the team and leaving a lasting sense of calm that lingered even after the event concluded.

These gatherings reflect the spirit of togetherness within **SIEHS** — where service is strengthened not only through training and teamwork, but also through shared faith, respect, and the quiet moments that bring hearts closer.



## SIEHS BRINGS THE NICU INTO THE AMBULANCE

For a critically ill newborn, the most fragile time isn't only inside the hospital — it's the transfer in between. That's where the **SIEHS incubator ambulance** changes the story. It doesn't just move a baby from Point A to Point B; it keeps the baby **inside care** the entire way.

At the centre is the **incubator**, designed to maintain a warm, protected, controlled environment so a newborn stays stable during transport. Around it is the support that turns the ambulance into a complete neonatal care unit on the move.

**Breathing support** is built in through **oxygen cylinders** with a **flowmeter, humidifier, & gauge**, backed by a **portable ventilator** (with DC battery & power supply)

when a baby needs more than oxygen alone. A **suction machine** helps keep airways clear when seconds matter.

**Continuous monitoring** ensures there is no guesswork on the road. The **cardiac/patient monitor** tracks the essentials — oxygen levels, heart rhythm, blood pressure, and temperature — using **ECG leads & electrodes, pulse oximetry probes (including neonate sizes), NIBP cuffs (adult /child/neonate), a temperature probe, and CO<sub>2</sub> monitoring.**

**Immediate intervention** tools are also ready at hand: **Ambu bag, nebulizer, glucometer, stethoscope, & thermometer** — because neonatal stability can change in minutes.

For parents, this means fewer

unknowns in the most frightening part of the journey. The moment the wheels start moving, treatment has already begun.

Scan to hear how our  
incubator ambulances  
make a difference





## CHRISTMAS AND THE JOY WE GAVE ONE ANOTHER

At Sindh Integrated Emergency & Health Services (SIEHS), Christmas this year was more than a date on the calendar—it was a celebration of people, belonging, and shared joy. The organisation came together to celebrate Christmas with full spirit, fun, and enthusiasm, honouring its Christian community while bringing colleagues from across departments into a moment of collective warmth.



The celebration began with a **sermon**, setting a reflective and meaningful tone for the day. It was a moment of gratitude, faith, and unity—reminding everyone that compassion and service sit at the heart of SIEHS's mission, both on and off the field. The sermon was led by Rev. Dr. Sultan Sardar Bhatti, with Rev. Aniq Banjimin joining as the Guest of Honour, and the programme was hosted by Agha Noman.

This was followed by a heartfelt address from **Elishba John**, General Manager, **People & Culture**. Her words resonated deeply, speaking about faith, inclusion, and the importance of creating workplaces where people feel seen, respected, and celebrated for who they are. Her message reflected SIEHS's commitment to diversity—not as a statement, but as a lived practice.

As the programme moved forward, the atmosphere lightened with **Christmas jingles**, filling the space with music, laughter, and festive cheer. Colleagues joined in, clapping along and embracing the moment, as the celebration shifted from reflection to joyful expression.

The highlight of the event was the address by **Brig. Tarique Quadir Lakhia** – CEO SIEHS. In his speech, he emphasised unity, mutual respect, and the strength that comes from standing together as one

organisation. He acknowledged the contributions of the Christian community within SIEHS and reaffirmed that care, dignity, and inclusion remain core values of the service. Gifts were distributed, adding to the sense of appreciation and celebration.



The event then moved into a **cake-cutting ceremony**, a symbolic moment that brought everyone together—leaders, staff, and families—around a shared table of celebration.

The day concluded on a cheerful note with **hi-tea**, festive treats, & **goodie bags for children**, ensuring that the joy extended beyond employees to their families as well. Laughter, conversations, music, and jingles continued as colleagues spent time together, marking the occasion not just as a festival but as a shared memory.

At SIEHS, Christmas was celebrated not only with decorations and cake, but with sincerity, respect, and togetherness—reflecting an organization that values its people as much as the lives it serves every day.



## STRONGER FIRST RESPONSE STARTS HERE SIEHS TRAINING AT PARCO

To bridge the gap between theory and emergency response, the **Sindh Integrated Emergency & Health Services (SIEHS) Operational Team** conducted a comprehensive **Life-Saving Skills Training at Pak-Arab Refinery Limited (PARCO) Corporate Headquarters (CHQ), Karachi** the head office of **Pakistan's Integrated Energy Company** operating across refining, pipelines, storage, and marketing. The entire headquarters attended the session, reflecting a strong, organization-wide commitment to readiness. The session focused on turning instruction into instinct through hands-on drills.



The training strengthened critical response skills in:

### ■ Cardiopulmonary Resuscitation (CPR)

Mastering hand placement, compression rhythm, and the vital steps to take until professional help arrives.

### ■ Bleeding Control

Learning rapid-response techniques to stabilize injuries when every second is a factor.

### ■ Essential First Aid

Practical steps to manage acute situations and prevent conditions from worsening.



What stood out most was the **active participation**. Attendees didn't just watch; they engaged asking direct questions, following on-screen demonstrations, and kneeling beside the mannequins to practice. They corrected their techniques and repeated the steps until the movements felt natural.

PARCO is a **high-responsibility environment**, and training like this reinforces a simple truth: **preparedness isn't just a slogan—it's a skill**. When the first few minutes of an emergency matter most, the **confidence to act can change an outcome**.





## SIEHS CREATED FUTURE LIFE SAVERS FROM "SOMEONE CALL" TO "I'VE GOT THIS" AT ENGRO

At Engro, the relentless pace of business demands a workforce that is not only competent but instantly ready. This is why safety and well-being can no longer be limited to calling an external expert—it requires **building first-response capacity inside the organization itself**.



Over a month-long, custom-designed engagement, SIEHS stepped into Engro's operations to do just that, moving beyond mere compliance to create tangible **muscle memory** and a culture of immediate care.



Our training team engaged **250 Engro employees** in hands-on sessions focusing on **immediate readiness**. This included comprehensive training in **Basic Life Support (BLS)**, essential **Emergency First Aid**, and practical steps like **CPR** and the **Heimlich**

**manoeuvre**. This wasn't a "we told you what to do" session; it was repetition and correction, ensuring those critical first few seconds in an emergency are never wasted on confusion. Operations General Manager Dr. Ali Kashan reinforced the program's impact, noting that safety "isn't a box to tick. It's **leadership showing up**, and teams learning to respond before the situation gets to decide the outcome."



The engagement then expanded, recognizing that health rarely shows up only as an urgent crisis. It also appears in the chronic drains we delay and normalize. We seamlessly shifted the focus to **Resilience and Proactive Well-being** by addressing this deeper, daily challenge.



The mental health component was focused on practical, actionable steps for a high-pressure environment, including training on **burnout prevention**, tightening sleep hygiene, and managing work-life hazards before stress becomes a pattern. Employees also participated in **personality-based psychological assessments** to understand their work styles and how they respond under pressure, receiving **personalized growth feedback** on emotional regulation and productivity. Crucially, teams were introduced to **Tele-Tabeeb**, a telemedicine service ensuring professional advice and care remain accessible long after the session ends.



We also tackled critical, sensitive conversations often avoided in the workplace, replacing discomfort with proactive clarity. Sessions included **Dengue Awareness**, focusing on making prevention feel real and doable, and **HPV Awareness**, tackling stigma with clear facts on how the virus spreads and the necessity of vaccination. The **Breast Cancer** session covered risk factors and screening, emphasizing how early action is often the difference between a scare and a save.



To round out the preparation, **Psychological First Aid (PFA)** training for traffic accident response was delivered, emphasizing emotional stabilization and human-first communication.



This program was a comprehensive **capacity building** intervention—weaving together emergency response, health awareness, mental well-being, and long-term support. It was designed for environments like Engro, where delays cost more than just time.





## THE EXPERIENCE ZONE EVERYONE KEPT COMING BACK TO

People arrived at the Pakistan International Maritime Expo & Conference (PIMEC) 2025 expecting ships, ports, and defence hardware. They left talking about emergency care.

Organised by the Pakistan Navy and Badar Expo Solutions, PIMEC is Pakistan's flagship maritime platform, bringing together admirals, ministers, diplomats, and industry leaders to discuss the blue economy, security, and investment. Amid the formal sessions and steel displays, one corner repeatedly pulled visitors off their planned routes.



That corner was the **Sindh Integrated Emergency & Health Services (SIEHS) Experience Zone**.

SIEHS chose PIMEC to debut **Sindh's first boat ambulance**, a move that felt both strategic and necessary. Maritime conversations often centre on infrastructure; SIEHS reframed them around access, response, and lives at risk on water. The boat ambulance represented a direct answer to an emergency care gap in coastal and riverine settings.

Word travelled quickly. Within hours, the question echoed across the halls: *"Have you seen Sindh's first boat ambulance yet?"* Delegations began adjusting their



schedules to see it—some arriving with full protocol, others slipping in between sessions—but all curious to understand how a water emergency is managed from the first call to on-water response.

**Brig Tarique Quadir Lakhia**—CEO SIEHS, personally guided high profile visitors—including **Ahsan Iqbal Chaudhary**, **Syed Nasir Hussain Shah**, and **Sharmila Faruqi**—through the Experience Zone. Inside the ALS (Advanced Life Support) ambulance, guests saw critical-care equipment up close: monitors, ventilators, and systems designed to stabilise patients before they ever reach shore.

The Experience Zone, however, was never about a single vehicle.



Designed to feel operational, it showcased SIEHS's wider capabilities. A **mountain bicycle** demonstrated last-mile access in difficult terrain, while **Sindh's first female Rapid Response Bike squad** highlighted how emergency care cuts through traffic within minutes. A **transport incubator** explained the specialised nature of neonatal transfers. At the centre, the **Research, Development & Education (RDE)** team led hands-on simulation drills.

One scene captured the spirit of the space: senior officers leaning over a **Gaumard simulation mannequin**, listening as trainers explained airway, breathing, and circulation. Decision-makers and young trainees learning the same life-saving fundamentals side by

side reflected a defining trait of SIEHS—a service built on **training, evidence, and preparedness**, not just response.



Another layer of immersion came through **Tele-Tabeeb**, SIEHS's telehealth helpline. Real calls were routed live to the 1123 centre, allowing visitors to hear duty doctors take histories, ask clinical questions, and guide next steps in real time. Many walked away saying it was reassuring to know this is exactly what they would hear in a real emergency.



The media took notice. **ARY News**, followed by multiple television and digital outlets, featured the Experience Zone prominently. In a hall full of hardware and high-level agreements, this corner offered something deeply human.

Visitors experienced the full chain of emergency care—from telehealth to training to response across land and water. For a maritime audience, the message was clear: a blue economy only works when lives on and around the water are protected. And SIEHS is already building that future.





## EXPERIENCE ZONE BECAME THE BENCHMARK

Some spaces leave a lasting impression not because they are loud or elaborate, but because they help people understand something important with clarity and care. At **Health Asia 2025**, the **Experience Zone** was one such space.



Held from **23–25 October** at the **Karachi Expo Centre**, Health Asia — organised by **Pakistan Convention Gateway (Pvt.) Ltd.** brought together hospitals, innovators, suppliers, & delegations to explore technology, service delivery, partnerships, and the future of healthcare in Pakistan.

Within this wider conversation, **Sindh Integrated Emergency & Health Services (SIEHS)** offered something grounded & practical. Rather than presenting emergency care as a concept, it presented it as a **system** — shaped by preparation, timing,



and decisions made in the first critical moments of a crisis.

Because even the most advanced hospital depends on what happens **before** a patient arrives: the **first minutes**, the **right triage**, the **right transport**, and the **right advice**. At Health Asia, SIEHS didn't promote emergency care; it **opened it up**, showing how public service works **for real people, in real time**.



The **Experience Zone** quickly became a place where visitors paused. People didn't stop out of courtesy; they stopped because there was something worth understanding.



For many, that understanding began inside the **ALS (Advanced Life Support) ambulance — the ICU on Wheels**. Standing inside a fully functional clinical environ-

ment, surrounded by monitors, ventilators, and stabilisation equipment arranged for use rather than display, made pre-hospital care tangible.



Just outside, the response story expanded. The **Rapid Response Bike** and **Mountain Bicycle** explained access without words. Traffic congestion, narrow lanes, and difficult terrain are everyday realities — and emergencies do not wait for convenience. Seeing these platforms side by side made coverage clear: **not one vehicle, but a plan to reach people quickly, wherever they are**.



Conversations unfolded naturally. Clinicians asked about **protocols and workflow**. Students asked what training leads to that uniform. Families asked the quieter questions that surface



only when urgency demands them — what happens if someone stops breathing, and how much can be done before the hospital.

The Experience Zone deepened through **Research, Development & Education (RDE)**. Practical, evidence-led learning defined the space. Short, hands-on sessions allowed visitors to engage fully. **CPR wasn't performed; it was practised** — posture adjusted, rhythm counted, movements repeated until they felt possible.

The **Heimlich manoeuvre** stood out. Most people know the term; few have practised it correctly. Visitors left knowing what to do if someone began choking at home or at work — knowledge that quietly saves lives.



**Tele-Tabeeb** added another layer of meaning. Healthcare isn't always about rushing in; sometimes it's about **being present — calmly and without judgement**. Mental health check-ins & grounding exercises created a moment of steadiness within a busy expo hall. Visitors left not just reassured, but guided.

Over three days, the Experience Zone welcomed **more than 2,000 visitors** and **504 delegations**, including international participants from **Oman, Russia, and Turkey**. Seventy-five percent were young professionals, highlighting that effective public service relies on **operations, support teams, digital systems, training, and communications** working together.



Across the exhibition, **RDE prepared over 150 future life savers** — students, volunteers, and professionals — to respond to basic emergencies, perform CPR, and use **1122** and **1123** correctly and confidently.

That's not just training. **That's readiness.**

As **Brig. Tarique Quadir Lakhia**, CEO SIEHS, reflected:

**"When people can walk into a space, touch the equipment, talk to teams, and understand the systems that will meet them on their hardest days, confidence in public service isn't asked for; it is earned."**

At Health Asia, the Experience Zone showed exactly that — and in doing so, set the benchmark for how emergency care should be understood **long before a hospital door ever opens**.



## A SPORTING OCTOBER ENERGY, UNITY, AND TEAM SPIRIT

Some evenings at SIEHS don't feel like "events" at all; they feel like a reset. A break from routines, radios, and responsibilities, where the same people who run on adrenaline all day get to laugh, compete, and just be a team.

That's exactly what happened at the **Night Cricket Tournament in Sukkur**, hosted at the **Sukkur IBA University Cricket Ground**. With teams from **SIEHS**, **SICHN** (Sindh Institute of Child Health & Neonatology), and **Sukkur IBA University**, the match became more than just a game. Under the lights, the energy was loud, the spirit was friendly, and the whole evening turned into a shared space of vibrant sportsmanship—where colleagues and partners connected through teamwork, healthy competition, and pure good vibes.



Building on that energy, things escalated in the healthiest way possible at the **SIEHS 1122 Sports Gala at Bilawal Stadium, Shaheed Benazirabad: SBA Zone vs Hyderabad Zone**, across five high-stakes games.

It was high energy, proper zone pride, and the sort of atmosphere where you realise we're capable of intense coordination even when the task is simply winning tug of war.

The match got even better when our **Chief Guest**, Head of Operations **Lutaf Ali Mangrio**, decided that spectating wasn't enough and actually stepped onto the field. The moment he joined in, the whole vibe shifted; energy spiked, the pace picked up, and suddenly everyone was playing like it was a final.

Results-wise, it was a strong showing on both sides, with the final scores showing how closely fought the day was:



But the real win wasn't the scoreboard; it was the atmosphere. The kind where everyone's clapping for a good play even when it's not their zone, where teamwork shows up in small moments, and where unity doesn't need a slogan because you can literally see it on the field.

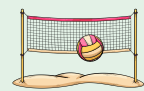
From Sukkur's night cricket to the SBA vs Hyderabad Sports Gala, these tournaments reminded us of something simple: when teams are given space to bond beyond work, they come back stronger, not just as colleagues, but as people who genuinely have each other's backs.



Results-wise, it was a strong showing on both sides.



**CRICKET**  
WON BY  
**SBA ZONE**



**VOLLEYBALL**  
WON BY  
**SBA ZONE**



**TUG OF WAR**  
WON BY  
**HYDERABAD ZONE**



**BADMINTON**  
WON BY  
**HYDERABAD ZONE**



**100-METER RACE**  
WON BY  
**SBA ZONE**

## SIEHS RESPONDS TO THE HYDERABAD FIREWORKS BLAST

At around **4:00 PM**, a quiet stretch near **Leghari Goth** in Hyderabad was torn open by a sudden explosion. What looked like an ordinary structure near the **Darya Bachao Bund** was, in fact, being used as an **illegal fireworks manufacturing unit and warehouse**. Within seconds, it collapsed. Fire surged through the debris, and the shockwave travelled far enough to be felt across **Kohsar** and multiple areas of **Latifabad**.



In the immediate aftermath, the scene was confusing and dangerous. Debris was scattered wide, the fire was being fed by volatile material, and **firecrackers continued to detonate** for some time, making the area hostile and unpredictable. Local residents were the first to rush in, calling for help, looking for survivors, and trying to create safer paths through the chaos.

SIEHS teams arrived shortly after and began operating in a high-alert environment. With unstable rubble, active flames, and continuing bursts of explosives, responders moved carefully balancing speed with safety. In situations like this,

the work is not just about reaching people fast; it is about reading the scene, preventing secondary harm, and extracting victims without creating further casualties.



The operation stayed controlled and methodical. Teams worked through collapsed material while staying alert to shifting debris and secondary hazards. And even in a scene this volatile, the priority remained clear: every victim would be handled with care, treated with respect, and never reduced to a statistic.

By the end of the recovery phase, **nine deceased victims** had been recovered and shifted to **Civil Burns Hospital, Hyderabad**, while **two individuals** received first aid on site.

After the noise, there's a different kind of urgency—the kind that demands calm. In Hyderabad, SIEHS teams moved through a volatile site with patience and precision, reading risks in real time and doing the difficult work the right way. The response stayed steady, and every victim was handled with care.





## WHEN THE BUS DIDN'T STOP, HOPE DID

It began as a split-second loss of control near **Kundan Hotel, Shikarpur Bypass**, and turned into a scene no one expected to witness on an ordinary road. A speeding Mazda bus struck an electric pole, then veered off course into a nearby settlement area, damaging homes and injuring residents.

1122 teams moved in immediately. The priority was clear: reach the injured fast, manage the scene without adding panic, and shift patients to care as quickly and safely as possible. Multiple units coordinated on-ground to handle the

volume and severity of the incident, ensuring victims were transported to **Civil Hospital Shikarpur**. At the same time, deceased individuals were also shifted with due protocol.

In total, **nine injured individuals were shifted to Civil Hospital Shikarpur**, while seven deceased individuals were transported with due protocol for confirmation.

This is the part most people don't see: not just the sirens, but the calm coordination in the middle of tragedy— **Hope shows up and holds steady, even when the road doesn't.**



## KHAIRPUR INCIDENT: A FAST SHIFT TO CARE

A chingchi rickshaw rollover can turn brutal in seconds, and this one did. Two people were left critically injured: one with a head injury, the other with multiple injuries. **1122 ambulance** was close by and moved in fast, stabilizing the victims and shifting both safely to **Civil Hospital Khairpur**. No delay, no panic, just trained response doing what it's meant to do. Hope cleared the scene and returned to standby, ready again.

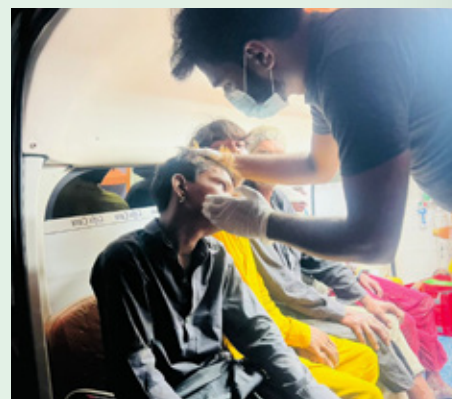
## WRONG ROUTE. HEAD-ON RISK. HOPE IN TIME

It started with two bikes coming from opposite directions, on the wrong route. The collision left **four victims**, and the situation was critical within moments. As always, **Highway Hope** responded promptly, picked up **two critical patients**, and shifted them safely to **GIMS Gambat**. The remaining two had already been moved by the time Hope arrived, but the job wasn't "done" until the scene was clear and the highway was safe again. Once stabilized & handed over, **Hope moved back to TOP, ready for the next call.**

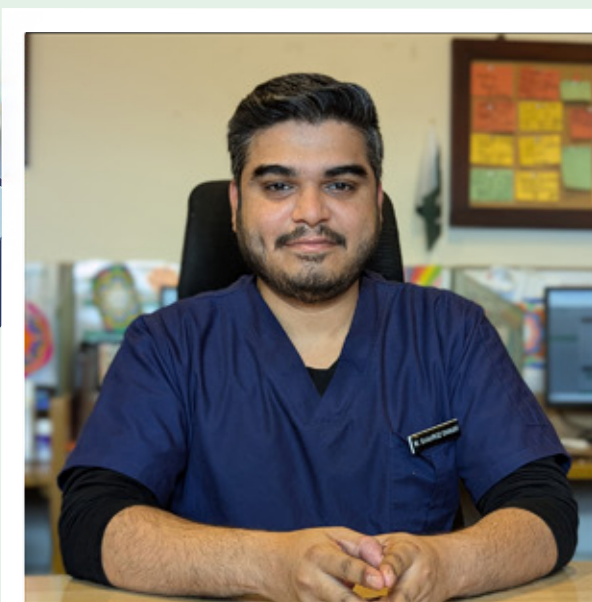


## IN MINUTES, HOPE WAS THERE

On the highway, a car hit a motorcycle from behind seconds later, one rider was down with head and other injuries. The car driver was unharmed, but the scene could've turned ugly fast. That's when **Hope** arrived. The team secured the situation, provided immediate first aid, and shifted the injured patient to **GIMS Gambat**—quickly, safely, and without chaos. On highways, it's not just speed that saves lives; it's trained response.



## LEADING HER OWN HOME A TELE-TABEEB STORY OF FINANCIAL INDEPENDENCE



The tension in her new home was quiet but heavy. A **35-year-old woman** from Multan had developed a damaging pattern: she was constantly reaching out to a cousin for **financial help**. While she saw this as necessary support, her family viewed it as **unnecessary dependence**, leading to rising criticism, isolation, and damage to her marital and family relationships. This external reliance, coupled with the sudden absence of the protective care she was used to, led her to call **1123**.

The issue centered on solving this **household crisis** and restoring internal family trust. **Tele-Tabeeb** provided twelve structured phone counseling sessions, led by **Senior Counseling Officer Mohammad Shahroz Ghauri**. The patient began taking sessions in September, 2025.

This confidential counseling service is provided free of cost and available 24/7.

The intervention did not dwell on the past; it was immediately focused on the present conflict. The goal was to eliminate the external financial reliance. The strategy employed psychoeducation, **CBT (Cognitive Behavioral Therapy)**, and **behavioral activation** to directly address the anxiety fueling her dependence.

Crucially, **Mohammad Shahroz Ghauri** addressed the core dependence directly. When the woman

began looking to the counselor for decision-making reassurance, clear **boundaries were maintained** to compel her to **trust her own judgement**.

Using targeted **problem-solving tools**, the woman achieved measurable success in her marriage:

- She learned **basic budgeting** to manage household finances independently.
- She adopted **healthier boundaries** regarding external financial requests.
- She developed a sense of **gratitude** for the resources already available in her home.

As her confidence grew and her financial dependence dramatically reduced, her mood steadied. Her family noticed the positive change. **The patient met her session goals in November 2025, and a follow-up was scheduled one month later. As progress was successfully maintained during this period, the sessions have now been terminated.** The most significant shift came from her father, who began reconnecting, expressing renewed trust upon observing her self-management and growth.

This case proves that Tele-Tabeeb specializes in targeted interventions that rebuild damaged family structures and support individuals in achieving financial and relational independence.



## STARTED AS TRANSPORT ENDED AS A DELIVERY

The transfer began on the road from **DHQ Kotri to Civil Hospital Hyderabad**—a mother-to-be in the back of a 1122 ambulance, a team beside her, and a plan to keep everything stable until the handover.

Until it didn't.

Near **Hirabad**, the rhythm broke. Labour pain surged—sharp, sudden, severe—and in a matter of moments, the transfer turned into something else entirely. There was no comfortable “we’re almost there.” No time to wait for hospital doors. It was “we’re here”

instead as the delivery was happening now.

Inside a moving ambulance, space is limited and seconds don't stretch. This is where **pre-hospital care** is tested: staying composed when the plan changes mid-route. The medical team shifted immediately—calm, controlled, and focused on safety—assisting a safe delivery right there in the ambulance.

A baby boy arrived mid-journey.

And the work didn't stop at birth. Both mother and newborn were

assessed immediately and kept under close observation as the ambulance continued toward **Civil Hospital Hyderabad**—now carrying two patients instead of one—until they were safely handed over to the **Gynae Ward** for further care.

Some stories don't begin with an emergency. They become one along the way. And in those moments, what matters most is whether care can keep pace—before a hospital is ever in reach.

## EMERGENCY CARE ON THE MOVE SIEHS SUPPORTS MOTHER AND NEWBORN

Near Menghal Hotel on the Shah Hussain National Highway in Khairpur Mirs, a family traveling from Karachi to Lodhran faced an urgent situation. The **expectant mother** went into severe labor pains on the roadside—far from home and with no time to lose.

**1122** received a call, and our team was on scene within minutes, beginning immediate care. The situation progressed rapidly;

before they could reach the hospital, the baby arrived safely inside the ambulance. With calm urgency and trained hands, our field responders ensured both mother and newborn were **stable and safe** through the delivery. Once stabilized, the mother and child were shifted to **City Hospital, Khairpur Mirs**, for further medical care. Later, the District Manager, Khairpur Mirs, personally visited the family,

coordinating with hospital staff to ensure the mother and baby received the attention they needed.

In that critical moment, the ambulance didn't just respond to an emergency; it became the **safest place** for that family, providing **critical support** when they needed it most.



## FROM HEARTBEAT TO BELONGINGS DUTY DONE WITH DIGNITY

Hope ambulance was already enroute to an emergency call from **Ubri Bypass** when the team came across a road traffic accident at Shah **Hussain Bypass**. A motorbike had slipped, and a man lay unconscious on the road with multiple injuries. There was no family present and no immediate details—only a critical patient & seconds that couldn't be wasted.

With limited information, the team followed protocol, began first aid on the spot, stabilised him, and shifted him to **Civil Hospital Khairpur** under continuous monitoring. The patient was later identified as Ali Akber & was handed over to the on-duty medical team for further management.

At the scene, the team also secured everything found with

him—personal items, a mobile phone, and **Rs. 4,61,600 in cash**. The belongings were documented and kept safe for recordkeeping, then returned to the family exactly as received.

Ali Akber's father later summed it up simply:

**“I'm truly thankful to 1122. My son got into an accident, and they took him to the hospital... All his valuables were safe and were handed back to me... We have no complaints about their service.”**

This display of integrity and dedication was highly commended by Brig. Tarique Quadir Lakhia - CEO SIEHS the Director, Lutaf Ali Mangrio; and the Sukkur Regional Team. They noted that such

professionalism reflects the organization's unwavering commitment to service and excellence.

In emergencies, people pray for speed, but what stays with families is what happens after. This time, it wasn't only the timely shifting; it was the honesty that followed. SIEHS responds with more than medical care: we safeguard dignity, protect trust, and ensure nothing is lost in the chaos.

Scan the QR code below to watch the exclusive interview.



## SERVICE ABOVE SELF A TRIBUTE TO EMT AMANULLAH

**Some nights test a responder in ways no uniform can prepare you for.**

On the night of **November 1, 2025**, **Emergency Medical Technician (EMT) Amanullah of M.P. Sakro Station** was dispatched by **Command & Control (C&C)** to **Shaikh Zaid Medical Center, Sakro**. A patient, **Ghulam Nabi**, was in critical condition with severe **hyperglycemia and diabetic foot complications** and needed urgent transfer to **Jinnah Postgraduate Medical Centre (JPMC), Karachi**.

During the transfer, Amanullah began experiencing **chest pain and heavy sweating** — warning signs that would have forced most people to stop. He took **Angisid and Aspirin** to manage

his symptoms, kept his focus steady, and continued the work in front of him: monitoring the patient, providing care, and com-

pleting the shift safely. The patient was treated and successfully shifted to **JPMC Karachi**.

Only after the handover did Amanullah seek medical evaluation at the **National Institute of Cardiovascular Diseases (NICVD), JPMC**, where doctors diagnosed a **cardiac issue** and advised immediate admission.

This tribute is not about perfect words — it's about a quiet kind of courage. The kind that shows up when someone is in pain, but still chooses responsibility, composure, and duty. **EMT Amanullah's** actions reflect the spirit of SIEHS service: care that does not pause even when the situation becomes personal.





## BADHRO JABAL ENDING THE YEAR ON HIGHER GROUND

On 31<sup>st</sup> December 2025, the Hyderabad Region chose a setting that felt bigger than an event—and more like a statement.



Badhro Jabal, perched in the Kirthar mountain range at roughly 3,000 feet (914m) above sea level, had already earned its place as one of Sindh's quieter tourism gems—cooler air, open skies, and a view that naturally slows people down.

But it wasn't only the scenery that made it the right place. Badhro Jabal had also grown into something deeply relevant to our work: the revived Badhro Jabal Health Complex, designed to serve communities through a Maternity Home, an SIEHS-1122 Training Centre, and a Tourism Hub—a rare mix of care, capability-building, and local uplift in one location.

That backdrop set the tone for what followed. The Operations Department (Hyderabad Region) brought it all together for a combined New Year Celebration, Cultural Day, & Annual Award Ceremony.

Teams from across the region showed up not as separate units, but as one. The night carried a warm, human rhythm—easy laughter, unplanned moments, and the kind of togetherness that can't be forced. The cultural expressions felt grounded and familiar, while the award moments carried real meaning—recognition that didn't feel ceremonial, but truly deserved.

And when the year finally turned, it didn't just feel like a countdown had ended. It felt like something had been reinforced: coordination, unity, and the reminder that when people come together in the right space, they don't just celebrate—they reset.



## EMT NAEEM MASIH IN LOVING MEMORY SERVED UNTIL HIS LAST BREATH

It is with deep sorrow that **Sindh Integrated Emergency & Health Services (SIEHS)** mourns the sudden passing of our colleague and friend, **Emergency Medical Technician (EMT) Naeem Masih**, on Saturday, December 13.

Naeem suffered a cardiac arrest while on duty. Earlier that night, he had completed an emergency transfer to **Liaquat National Hospital, Karachi**. While returning to **Hyderabad** with his team, he collapsed and, despite immediate efforts by colleagues and rapid transport to **Bahria Hospital**, he could not be revived.

Part of **SIEHS** since **September 2023**, Naeem quickly became a trusted and valued member of the Hyderabad team. He was known for steady professionalism, readiness to help, and compassion

in every response. His absence will be felt across the service and among all who worked alongside him. The loss of Naeem is deeply felt by all who had the privilege of knowing him and working alongside him.

Naeem's last rites were held at **3:00 PM** in **Hyderabad**, where family, colleagues, community representatives, and SIEHS leadership gathered to honour his life and service. Floral wreaths were laid in his memory, and frontline teams observed a moment of silence in tribute.

Paying tribute, **Brig. Tarique Quadir Lakhia**—CEO **SIEHS**, said: "Naeem was one of those quiet professionals who showed up, day after day, and served with heart. He stood for care, courage, and compassion—values that define what it means to be a first responder. He embraced duty until his last breath, and we will always remember him with respect. We stand with his family in this time of grief."

During this difficult time, **SIEHS**, in coordination with the **Health Department, Government of Sindh**, extends heartfelt condolences to Naeem's family. We stand in solidarity with them and reaffirm our commitment to the well-being and support of our frontline teams.

May his soul rest in peace, and may his family be granted strength and patience in this loss.

**Ameen.**



**HAPPY NEW YEAR 2026**  
**CELEBRATING CULTURE,  
COMMITMENT, AND EXCELLENCE**

31 DECEMBER, 2025

📍 **BADHRO JABAL HILL STATION**





**BEYOND THE CALL  
THATTA TEAM'S HONESTY AND COMPASSION SHINE BRIGHT**

The **SIHS Thatta Station** recently earned widespread praise and appreciation for an act of outstanding honesty & dedication, demonstrating that commitment to the community goes beyond medical care.

On the night shift of October 18, 2025, the Thatta emergency responders received a distress call concerning a **32-year-old critical patient** after a road traffic accident (RTA). The team quickly mobilized to manage the urgent transport from **DHQ Makli to Civil Trauma, Karachi**. This successful, high-priority transfer was executed by our frontline responders, **Abdul Manan and Ali Nawaz**.

It was only upon their return to the station that the **Responders** discovered that the patient's

attendant, **Qadir Bux**, had **accidentally left his mobile phone** in the vehicle during the rush of the emergency. When the attendant's relative called the device shortly after, the **Thatta team promptly informed them about the forgotten mobile.**

The attendant's family was greatly relieved to be reunited with the phone, which was crucial for communication. When they arrived at the station, our **staff** welcomed them with utmost respect & offered refreshments. After the phone was returned, the family shared their deep appreciation for the **honesty and dedication** of the SIEHS service. Their story quickly spread on social media, leading to widespread appreciation from the people we serve.

We extend our highest commendation to **Abdul Manan, Ali Nawaz, and the entire SIEHS Thatta Team** for exemplifying our commitment to compassionate care and **unwavering integrity**.



## TANDO MUHAMMAD KHAN (TMK) CREW DELIVERS HEALTHY BABY GIRL IN AMBULANCE

The **SIHS** emergency services celebrated a heartwarming success story demonstrating the versatility and heroism of its crew from the **Tando Muhammad Khan (TMK)** area in handling unexpected crises.

On **November 12, 2025**, the Command & Control (C&C) Center received an urgent emergency call reporting a case of **complicated labor** from an attendant near GD Saeed Matto. The C&C promptly dispatched the nearest available **Basic Life Support (BLS)** ambulance.

Upon arrival, the responders assessed the patient, who had already traveled approximately 5

kilometers from Matli Road. Recognizing that **the delivery was clearly imminent and could not wait** for the hospital, the situation was explained to the patient's attendant, & **informed consent** was obtained to perform the delivery inside the vehicle.

With careful planning and professionalism, the crew safely parked the ambulance on the roadside & successfully delivered a **healthy baby girl** inside the vehicle. Post-delivery procedures, including essential **maternal and neonatal care** as well as **APGAR scoring**, were immediately performed. Crucially, **both the mother and newborn remained stable** following the delivery.

This case highlights the **preparedness & decisive action** of the TMK team in managing a complex, high pressure labor scenario. Their timely intervention ensured the **safe delivery** of the baby and the well-being of the mother. Furthermore, following a stable assessment and **in accordance with the attendant's preference**, the crew safely transported the mother and stable baby directly to their home, demonstrating patient centered care. This event reaffirms the community's trust in the **Sliesh TMK station** to deliver **life-saving care** in any emergency setting.

## FEATURED & FRAMED

All quarter, we didn't wait for visibility — we planned it with intent. The goal: place SIEHS where Pakistan already consumes health and public service narratives, and ensure every mention carried something real.

We delivered 50+ media appearances across major TV networks, talk shows, radio, print, and high-reach digital outlets — not for optics, but for repeat touchpoints linking SIEHS with preparedness, innovation, and pre-hospital care.

The stories were tangible: incubator and ventilator ambulances, Sindh's first boat ambulance at Keenjhar Lake, and Tele-Tabeeb guidance on prevention and everyday health decisions. We aligned messaging with key moments — World Mental Health Day, CPR awareness, Health Asia Expo (SIEHS Experience Zone), and PIMEC 2025 — to keep the narrative active.

**Result: SIEHS stayed in the national conversation, building recognition and trust.**

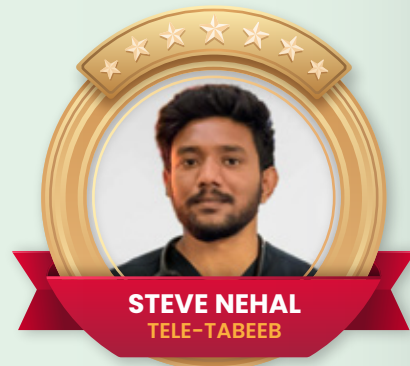




# OUR EVERYDAY STARS

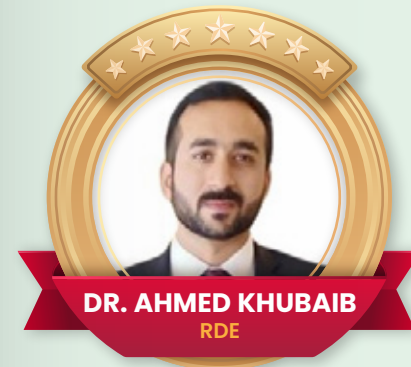
At the heart of every successful organization lies the passion, commitment, and drive of its people. Each month, we celebrate and recognise those individuals who go above and beyond, setting benchmarks through their performance, attitude, and dedication to our shared mission.

SEPTEMBER 2025



# OUR EVERYDAY STARS

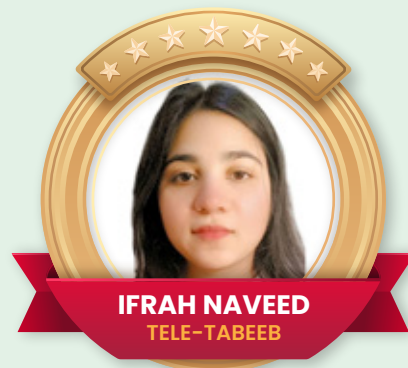
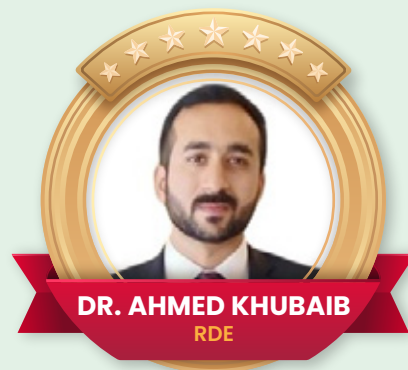
OCTOBER 2025





# OUR EVERYDAY STARS

NOVEMBER 2025



# IN CASE YOU MISSED IT

Here's everything SIEHS teams pulled off this quarter — from saving lives in the field to shaping systems across Sindh.



**Mental Health Integration Partnership:** Taskeen × SIEHS signed an MoU to embed mental health support into emergency response—strengthening care for responders and the communities they serve.



**Jamia Tur Rasheed Alumni Convention Coverage:** SIEHS provided standby ambulance coverage for the convention; Mufti Abdul Raheem acknowledged SIEHS services and the value of prepared emergency care.



**Session at Central Police Office (CPO), Karachi:** Brig. Tarique Quadir Lakhia – CEO SIEHS delivered a briefing on emergency response coordination and pre-hospital care—sharpening readiness before the next call comes in.





**Minister Visit — SIEHS Stall at Sports Festival:** Sardar Muhammad Baksh Khan Meher (Minister for Sports & Youth Affairs) visited the SIEHS stall at the Sindh Sports & Youth Affairs Department festival to review services, public engagement, and operational readiness.



**Beaconhouse Safety Session:** SIEHS conducted an interactive school safety session with live demonstrations, first-aid drills, and practical rescue training—building student readiness for everyday emergencies.



**35th National Games — Opening Duty:** SIEHS provided standby emergency coverage at the opening ceremony to ensure rapid response, on-ground readiness, and coordinated medical support.



**Sukkur IBA “Ek Din Ki Salo” Event:** From BLS basics to choking response – SIEHS set up an awareness booth to educate students and visitors on pre-hospital care.



**DIG Sukkur Range Visit:** DIG Peer Muhammad Shah visited the SIEHS Sukkur regional office, received an operational/SOP briefing, toured departments, and reviewed service readiness.



**SIEHS x WHO:** SIEHS hosted a strategic engagement with international health leadership, welcoming Prof. Syed Jamal Raza (Executive Director, SICHN) and a senior representative from WHO Geneva, focused on advancing collaboration, system alignment, and scalable impact in neonatal care.



**PAF Shahbaz Air Base Briefing:** Sukkur Regional Team met the Officer Commanding (Mr. Habib ur Rehman) and Squadron Leader (Mr. Musafir Ahmed) and briefed them on SIEHS ambulance operations, SOPs, and pre-hospital care; services and professionalism were appreciated.



**First Aid Readiness Training — NASTP (National Aerospace Science & Technology Park):** SIEHS delivered hands-on CPR and choking response training at the NASTP, building immediate first-aid readiness through practical drills.





**Navy Selection & Recruitment Center Visit:** Lt. Commander Faique Ali Shah visited and was briefed on emergency operations, Command & Control (C&C), and case prioritization; addressed new EMTs and inspected ambulances, appreciating overall services.



**Moen Jo Daro Airport Emergency Exercise:** Participated in a full-scale simulated air crash exercise with stakeholders; deployed three ambulances and used triage-based rescues, earning appreciation for prompt response and coordination.



**Kandhkot Coordination Meeting (Health Admin):** Discussed referral pathways and highway ambulance parking; reviewed new ambulance facilities; efforts appreciated.



**Sukkur IBA Coordination Meeting:** Met Vice Chancellor Dr. Asif Ahmed Shaikh to plan collaboration on BLS trainings, job linkages, and joint academic/community events; SIEHS professionalism and MDCAT support were specifically appreciated.



**MP Sakro Plantation Activity:** Conducted tree-plantation to promote environmental responsibility and student engagement.



**DG MERC Balochistan Visit:** Mr. Muhammad Zulfiqar Jatoi (DG, Medical Emergency Response Centers) reviewed emergency operations, Command & Control (C&C), and case prioritization; inspected ambulances and the Rapid Response Bike (RRB) and appreciated overall service quality.



**KATI Partnership Visit:** Conducted an official visit to KATI (Korangi Association of Trade & Industry) to strengthen partnerships for emergency health services, workplace preparedness, and community safety.



**SZABIST Hyderabad Career Fair:** SIEHS partnered with SZABIST University (Hyderabad Campus) to connect students with skill-building and career pathways through industry networking and employer engagement.





**Deployment at Gari Khuda Bux (Benazir Bhutto Martyrdom Anniversary):** On 27<sup>th</sup> December, SIEHS was deployed at Gari Khuda Bux, Naudero (Larkana); leadership inspected readiness, and political stakeholders commended the team's unwavering, impactful service.



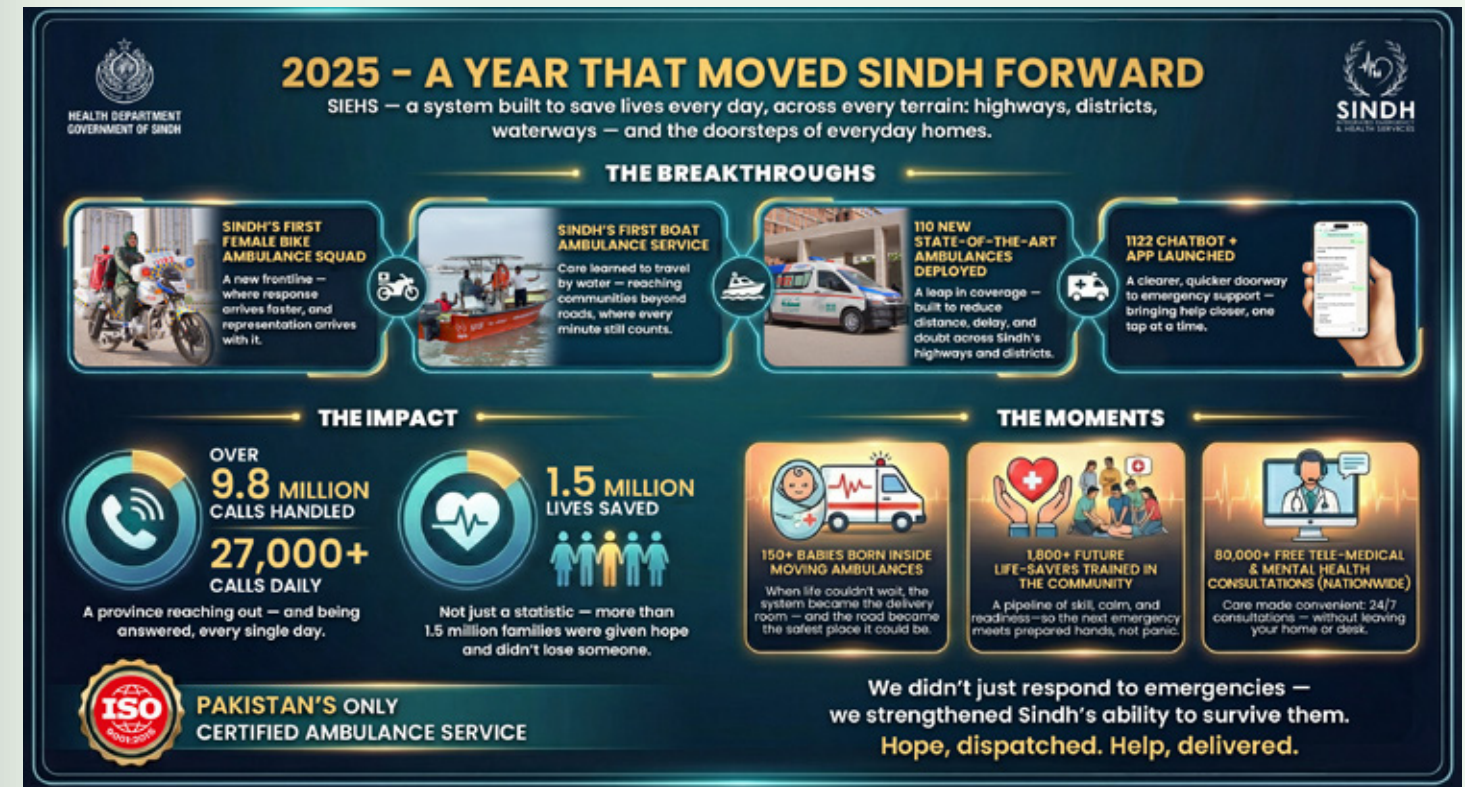
**Personal Presentation & Body Language Workshop:** The Communications Department held an internal session to strengthen professional presence, confident body language, and impactful everyday communication.



**Future Leaders Award 2.0: Winner Spotlight** Fawwad Ahmed, Manager IT Infrastructure at Sindh Integrated Emergency & Health Services (SIEHS), was recognized as a winner in the "Architects of Tomorrow" category at the Future Leaders Award 2.0.



**SIEHS x Community Policing Karachi:** SIEHS engaged with Community Policing Karachi to strengthen collaboration, build trust, and enhance emergency response for safer, more resilient neighborhoods.



ONE SCAN FOR ALL SIEHS SOCIALS




FOR STORIES OF CARE, HOPE & IMPACT


Scan the QR Code to follow our journey, and stay updated across all our social platforms.




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