



## **DECISION**

<b>Complaint No.</b>	: POS/3157/2023/HYD/217
<b>Name and address of the complainant</b>	: Mst: Bibi Hakim wd/o Liaquat Ali Shah R/o Muhalla Muslim Town, Jamshoro
<b>Name of the Agency Complained against</b>	: Deputy Commissioner, Jamshoro.
<b>Name &amp; Designation of Investigating Officer</b>	: Abdul Wahab Memon, Consultant / Regional Director, Regional Office, Hyderabad.
<b>Vetted by</b>	: Muhammad Naseer Jamali, Advisor-N
<b>Subject</b>	: <b><u>COMPLAINT AGAINST DEPUTY COMMISSIONER, JAMSHORO ALLEGING INORDINATE DELAY IN PAYMENT OF FINANCIAL ASSISTANCE AND GROUP INSURANCE TO THE COMPLAINANT</u></b>

### **Complaint**

Mst: Bibi Hakim filed a complaint dated 11.04.2023 wherein she stated that her late husband, Liaquat Ali Shah was a Tapedar who died during service on 26.10.2019. The service dues pertaining to Financial Assistance and Group Insurance have not been paid to her despite her efforts since last 03 years. Aggrieved by that, she solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 22.05.2024 to the Secretary, Board of Revenue Sindh, Hyderabad and Deputy Commissioner, Jamshoro for report. In response, the Deputy Commissioner, Jamshoro informed vide letter dated 02.06.2023 that the case for payment of Group Insurance claim to the complainant has been forwarded to the Board of Revenue Sindh vide letter dated 31.12.2020 and the same was also sent to Deputy Manager (Claims) SLIC Karachi vide letter dated 17.03.2021. He further added that Revenue Department has sanctioned an amount of Rs.900,000/- for payment of Financial Assistance in favour of the complainant which is under process.

4. The case was heard on 16.08.2023, attended by DAO Hyderabad and Section Officer, BOR Sindh. The DAO Hyderabad informed that the bill for payment of Financial Assistance was submitted without completion of formalities and returned back to Board of Revenue Sindh for doing the needful.

(2)

5. The Additional Deputy Commissioner-I, Jamshoro vide letter dated 22.02.2024 informed that a cheque amounting to Rs.350,000/- was received from Deputy Manager (G&P) Claims SLIC Karachi and same has been delivered to Mst: Bibi Hakim (complainant). He further added that cross cheque bearing No: 5031168 dated 08.08.2023 amounting to Rs.900,000/- in respect of Financial Assistance was delivered to the complainant directly from DAO Hyderabad.

6. The agency's report was sent to the complainant for rejoinder vide letter dated 04.03.2024, followed by reminders. The complainant appeared before the Investigating Officer, Regional Office Hyderabad on 30.07.2024 and filed a written statement wherein she confirmed the redresasl of her grievance. She extended thanks to this Institution and requested to close the case

**Findings**

7. The grievance of complainant has been redressed by the agency on the intervention of this Institution.

**Decision**

8. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office

Sd /-

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

Karachi, dated 13<sup>th</sup> January, 2025

