



## **DECISION**

Complaint No. : POS/4406/KE/298/2023

Name and Address of the Complainant : Mst. Farzana Ali, House No. R-245, Sector 17-C, Shah Latif Town, Bin Qasim, Malir, Karachi.

Name of the Agency Complained against : School Education Department

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

Subject :- **COMPLAINT REGARDING NON PAYMENT OF GROUP INSURANCE IN RESPECT OF DECEASED MOTHER OF COMPLAINANT WHO DIED IN THE YEAR 2010.**

### **THE COMPLAINT**

Mst. Farzana Ali in her complaint dated 13.06.2023 stated that she submitted her group insurance case four years after the passing of her mother in 2010. However, the staff of TEO Bin Qasim and DEO Primary Malir remained uncooperative. Further delays were caused by Mr. Touheed Ahmed in the Accounts Section, who initially withheld the file for six months and later raised multiple unnecessary objections upon resubmission. He demanded a Non-Payment Certificate from the Section Officer, DDO, and TEO, insisted on changing the covering letter despite it being duly signed by two DEOs, and refused to provide a written list of required documents. His unprofessional and uncooperative behavior further complicated the process. In light of these difficulties, she requests immediate intervention to ensure a fair and timely resolution of her case.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, the Section Officer (Coord-I), School Education and Literacy Department, Government of Sindh, Karachi under his letter dated 10.11.2023 forwarded letter dated 08.11.2023 from Section Officer (P-I) stating that complainants case of group insurance has been forwarded to the Deputy Manager Claims, State Life Insurance Corporation (SLIC), Karachi on 18.10.2023 for further necessary action.

3. Subsequently, the Agency was constantly pursued advising them to keep following with the authorities of SLIC for early finalization of claim. This office also issued letters to the Deputy Manager Claims, SLIC for expediting the matter. In response the Assistant Manager Claim (G&P) K.Z, State Life Insurance Corporation of Pakistan vide letter dated 21.05.2024 reported that the death claim of late Khari having claim no. GOS-100192 lying pending with SLIC for want of attested copy of complete service book with showing grade and date of death / date of retirement with showing seal and signatures of District Accounts Officer / Accounts Officer office of A.G Sindh for which letter has already been issued to the concerned department.

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4. Copy of the Agency's report was forwarded to the complainant for rejoinder, who in response vide letter dated 24.12.2024 intimated that SLIC has raised ~~and~~ unnecessary objection as all documents were provided which shows grade and date of death mentioned in the death certificate.

5. Subsequently, complainant appeared before the Investigating Officer, on 10.02.2025 and submitted her statement that she has received payment and her problem has been resolved on the intervention of this office. She extended gratitude to this Institution.

#### **FINDING**

6. The complaint was genuine as inordinate delay was being caused due to lethargy and inefficiency of the dealing staff. However, on the intervention of this office, the complainant received her lawful outstanding dues.

#### **CONCLUSION**

7. In view of the above, the complaint is disposed of as redressed.

*Given under my hand and seal of the office*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 20-03 -, 2025