



## **DECISION**

**Complaint No.** : POS/9655/ROK-264/(Khp)/2023

**Name and address of the complainant** : Mst. Gulan Khatoon Wd/o Muhammad Saleh  
: Ex-Chowkidar, R/o Village Meenhon Khan Jamro,  
: Taluka Gambat, District Khairpur.

**Name of the Agency Complained against** : College Education

**Name & Designation of Investigating Officer** : **AHMED BAKHSH GHUMRO,**  
: Consultant / Incharge, Regional Office Khairpur

**Vetted by** : Mr. Ghulam Sarwar Advisor-J

**Subject** : **DELAY IN PAYMENT OF GROUP INSURANCE DUES OF COMPLAINANT'S HUSBAND WHO DIED IN 2018.**

### **COMPLAINT**

Mst. Gulan Khatoon Wd/o Muhammad Saleh R/o Village Meenhon Khan Jamro, Taluka Gambat, District Khairpur, filed a complaint on 08-12-2023. She stated that her late husband served as a Chowkidar at Government Girls Degree College Gambat from 24-12-2011 to 30-05-2016, when he was removed from service without any justification. Her husband subsequently appealed to the Director General (Colleges), Sindh, Karachi, for reinstatement. Unfortunately, her husband passed away on 21-04-2018, while his appeal was still pending.

2. On 21-02-2023, the complainant approached the Deputy Manager (Group & Pension), State Life Insurance Corporation of Pakistan (SLIC), to claim the Group Insurance. On 22-08-2023, the Deputy Manager wrote a letter to the Principal, Government Girls Degree College Gambat, requesting the completion of certain formalities and submission of the required documents. The complainant submitted the necessary documents, but the Principal of the College refused to accept same. Consequently, she sent the documents via TCS on 30-09-2023 to the Principal. However, the Principal failed to forward the documents to the State Life Insurance Corporation through the proper channel. The complainant therefore requested the intervention of this institution.

### **PROCEEDINGS**

02. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), by condoning the delay in filing it, subject to the submission of an Affidavit on Form "A".

03. After completing the necessary formalities, the matter was taken up with the Principal, Government Girls Degree College, Gambat, on 17-01-2024 for comments. In response, the Principal, Government Girls Degree College, Gambat, reported on 14-03-2024 that the complainant's husband, late Muhammad Saleh, Ex-Chowkidar, had received only one month's salary prior to his removal from service. The Principal also submitted copies of the appointment order dated 23-12-2011, joining report dated 24-12-2011, service book, and order of removal from service dated 30-05-2016.



05. The agency's report was shared with the complainant on 20-03-2024 for a rejoinder. However, the complainant did not respond, despite reminders.

### **FINDINGS**

06. Perusal of the Removal from Service Order issued by the Regional Director (Colleges), Sukkur Region, Sukkur, shows that the appointment of the complainant's late husband as Chowkidar was found to be erroneous and illegal. Additionally, before his removal, he had only received one month's salary. Therefore, the complainant is not eligible to claim the Group Insurance and her complaint is liable to be rejected.

### **DECISION**

07. In light of the above findings, the complaint is hereby rejected and consigned to the record.

"Given under my hand and seal of office"

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 7<sup>th</sup> May, 2025

