



## DECISION

Complaint No. : POS/ROS/SKK-16/2025

Name and address of the complainant : Mr. Zuriyat Khatoon wd/o. Late Mumtaz Ali,  
R/o. Village Muhammad Hassan Khuhawar,  
P.O Kandhra, Taluka Rohri, District, Sukkur

Name of the Agency Complained against : District Health Officer,  
Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,  
Director, Regional Office, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **ALLEGED DELAY IN FORWARDING GROUP INSURANCE CASE IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT TO THE STATE LIFE INSURANCE CORPORATION,**

### COMPLAINT

Mst. Zuriyat Khatoon wd/o. Mumtaz Ali, Ex-Vaccinator of Health Department, filed a complaint on 22.01.2025 regarding alleged delay in forwarding the Group Insurance case of her deceased husband to the State Life Insurance Corporation. Being aggrieved, she therefore, solicited our intervention in the matter.

### PROCEEDINGS

2. The matter was taken up with the District Health Officer, Sukkur vide this office letter dated: 07.02.2025. In response, he vide his report dated: 14.02.2025 informed that the Group Insurance claim was forwarded through the Secretary, Health Department on 29.12.2023 to the Deputy Manager, Group & Pension State Life Insurance Corporation, Karachi. After receiving the Group Insurance Claim, he vide letter dated: 21.10.2024 forwarded the prescribed Claim Form to be furnished to him alongwith copy of CNIC of the widow.
3. A copy of the said report was forwarded to the complainant for filing her rejoinder vide this office letter dated: 06.03.2025. In response, she vide her rejoinder dated: 17.03.2025 confirmed that her case has been submitted to the State Life Insurance Corporation, but without signature of Authorized Officer. Hence, she requested us for directing the DHO, Sukkur to do the needful. On our persuasion, the letter was signed by the authorized officer and sent to State Life Insurance Corporation.
4. Later-on, the complainant vide her letter dated: 31.07.2025 confirmed that she has been paid Group Insurance by the State Life Insurance Corporation and requested us for closing the case, as her grievance was resolved.

(2)

**FINDINGS**

5. After intervention of this Institution, the claim of Group Insurance has been paid to the complainant which is confirmed by her vide letter dated: 31.07.2025. Hence, no further action is required by this Institution.

**DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*

*Sd/-*  
**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated; 29<sup>th</sup> August, 2025

