



DECISION

Complaint No. : POS/2638/2023/HYD/190

Name and address of the complainant : Mr. Matee-ur-Rehman,
R/o H. No. 726, Madni Masjid, Amani Shah Colony,
Unit No.11, Latifabad Hyderabad.

Name of the Agency Complained against : State Life Insurance Corporation (SLIC), Karachi.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST STATE LIFE INSURANCE CORPORATION ALLEGING INORDINATE DELAY IN PAYMENT OF GROUP INSURANCE IN RESPECT OF DECEASED FATHER OF THE COMPLAINANT**

Complaint

Mr. Matee-ur-Rehman, filed a complaint dated 19.03.2023 wherein he stated that his late father, Muhammad Akram was Jr. Clerk at Research Division Hyderabad who retired from service on 31.03.2018 and died 11 months after retirement. The Forest Department has forwarded the case for payment of Group Insurance to the widow of late Muhammad Akram to the State Life Insurance Corporation Karachi vide dated 04.01.2022 but the Group Insurance has not been paid to his mother. Aggrieved by that, he 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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 20.04.2023 to the Chief Conservator of Forest, Karachi, followed by reminders. Subsequently, this office issued a notice dated 12.10.2023 to the Section Head (G&P) State Life Insurance Corporation, Karachi for report. The Deputy Manager Claim (G&P) Karachi Zone informed vide letter dated 01.08.2024 that death claim of late Akram Arain has been paid to the widow of deceased vide cheque No.13169893 dated 02.07.2024, amounting to Rs.600,000/-.

4. Mst. Tasneem Akhtar widow of late Muhammad Akram (mother of the complainant) appeared before Investigating Officer Hyderabad on 05.08.2024 and filed a written statement that she has received the amount of Group Insurance and extended thanks to this Institution on redressal of her grievance.

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Findings

5. On the intervention of this Institution, the grievance of the complainant has been redressed by the Agency.

Decision

6. 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 27th January, 2025

