



DECISION

Complaint No. : POS/882/ROJ-17(JBD)/2022

Name and address of the complainant : Mst. Rukhsana Khatoon widow of Abdul Nabi Sarki, r/o House No. 583, Brohi Mohallah, Taluka & District Jacobabad.

Name of the Agency Complained against : School Education Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT OF MST RUKHSANA KHATOON REGARDING DELAY IN PAYMENT OF GROUP INSURANCE DUES IN RESPECT OF HER DECEASED HUSBAND

Complaint:

Mst. Rukhsana Khatoon filed her complaint dated 8.2.2022 regarding delay in payment of Group Insurance dues in respect of her deceased husband, who retired as Higher School Teacher on 1.11.2017 and died on 22.3.2021. Hence she prayed for intervention in the present matter by this Institution.

Proceedings:

2. The complaint admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 was referred to the concerned agencies i.e. District Education Officer, Secondary & Higher Secondary Schools, Jacobabad and Deputy Manager Claims (Group & Pension Karachi Zone), State Life Insurance Corporation of Pakistan, for their comments. In response, the Assistant Manager, Legal Cell G&P State Life Insurance Corporation of Pakistan, submitted his report vide letter dated 9.3.2022 that the claim of late Abdul Nabi Sarki could not be finalized as contractual requirements have not been completed. The District Education Officer, Secondary & Higher Secondary Schools Jacobabad also filed his report vide his office letter No. DEO(E,S&H/S)/2554/of 2022 Jacobabad dated 22.9.2022 that the claim of Group Insurance case No: GOS-D-2021-088339 in favor of Mst. Rukhsana Khatoon widow of late Abdul Nabi Sarki has been sent to the Assistant General Manager (PHS) Claims (G&P) Karachi Zone, SLIC vide Deputy Commissioner, Jacobabad's letter No. DC/AB/75/2022 Jacobabad dated 14.9.2022 for necessary action.

3. The complainant appeared on 13.6.2023 before the Investigating Officer and filed her application that she has received Cheque No. 8887818 dated 24.5.-2023 for an amount of Rs.12,00,000/- from Sate Life Insurance Corporation. She stated that her grievance has now been redressed due to intervention of the Institution of Provincial Ombudsman Sindh. She requested that further proceedings be stopped.

Decision:

4. In view of the redressal of the grievance of the complainant, the proceedings of this complaint are stopped and consigned to record.

“Given under my hand and seal of office”



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 28th January, 2025