



DECISION

Complaint No. :

POS/956/2021/B-24

Name and address
of the complainant :

Mr. Syed Hassan Ali,
Hameed Pura Colony No.03,
Mirpurkhas

Name of the Agency
complained against :

School Education Department

Name & Designation of
Investigating Officer :

Mr. Ghulam Sarwar, Advisor-J

Subject :-

**DELAY IN PAYMENT OF GROUP INSURANCE IN
RESPECT OF DECEASED WIFE OF THE
COMPLAINANT.**

COMPLAINT

A complaint was filed by Syed Hassan Ali on 18.02.2021, against School Education Department alleging delay in payment of dues towards Group Insurance and Financial Assistance in respect of deceased wife of the complainant, who expired while in service on 21.04.2019. His efforts for obtaining Group Insurance and Financial Assistance proved futile, therefore, he approached this Institution for redressal of his grievance.

PROCEEDINGS

2. The matter was taken-up with the concerned Agency i.e Secretary, School Education & Literacy Department, Government of Sindh vide letter dated 08.03.2021, followed by series of reminders. After hectic efforts, Agency in its letter dated 18th April 2022 reported that payment of Group Insurance in respect of late Shagufta Begum W/o Syed Hassan Ali Ex-PST, Government Boys Primary School Rabi Basri District Mirpurkhas, duly countersigned by the Additional Secretary (Primary), School Education & Literacy Department, Government of Sindh, Karachi has been forwarded to the Deputy Manager (Claims), State Life Insurance Corporation of Pakistan for further necessary action. On 25.04.2022 Assistant Manager, Claims, G&P, Karachi Zone, State Life Insurance Corporation of Pakistan has informed this secretariat that the death claim of Late Shughfta Begum having claim bearing No.GOS-83389 has been paid vide cheque No.2612977 dated 07.06.2021 amounting to Rs.900,000/- and the same was sent to the concerned department on 13.07.2021.

REJOINDER

3. Report of the Agency was sent to the complainant for information and filing of comments if any, followed by multiple reminders but complainant has not responded which indicates that complainant has received his claim of Group Insurance and is not interested in replying to correspondence of this secretariat.

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FINDINGS

4. Scrutiny of the case revealed that Agency was delaying the matter and on the intervention of this Institution, Agency has forwarded the case of deceased government employee to the State Life Insurance Corporation of Pakistan. The complainant's grievances have been redressed thereafter.

DECISION

5. 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-up-to-date) the complaint is disposed of and consigned to record, as redressed.

"Given under my hand and seal of office"

Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 20th June, 2025

