



DECISION

Complaint No. : POS/8869/ROJ-238(JBD)/2023

Name and address of the complainant : Mst. Fazila widow of Abdul Majid Osto, r/o 1st Family Line, near Khazra Masjid, Haji Skiandar Siyal Street, Jacobabad.

Name of the Agency Complained against : 1. School Education
2. State Life Insurance Corporation

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

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING MISPLACEMENT OF GROUP INSURANCE FILE IN RESPECT OF THE COMPLAINANTS DECEASED HUSBAND.

Complaint:

Mst. Fazila Osto filed her complaint on 26-10-2023, against the District Education Officer (Primary) Jacobabad and the Deputy Manager, State Life Insurance Cooperation of Pakistan, Karachi stating that these officials have misplaced the file pertaining to the payment of Group Insurance in respect of her deceased husband. She therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was referred to the concerned offices for report. In response, the Deputy Manager, Claims (G&P) SLIC Karachi vide his office letter dated 10.1.2024 reported that the death claim in respect of late Abdul Majid bearing No. GOS-76343 is pending because contractual requirements for processing the same have not been fulfilled by the Education Department officials. The District Education Officer (Primary) Jacobabad vide his office letter dated 8.1.2024 reported that the claim of Group Insurance bearing No. GOS-D-22-2019-076343 Policy No. 1468 in favor of late Abdul Majid Osto deceased Data Entry Operator has been sent to the SLIC authorities through the Deputy Commissioner, Jacobabad's letter dated 20.6.2019 for further necessary action. He also stated that the documents required by the State Life Insurance Corporation were also provided to them. This report dated 8.1.2024 from District Education Officer, (Primary) Jacobabad was forwarded to the Deputy Manager, State Life Insurance Corporation of Pakistan Karachi vide this office letter dated 10.1.2024 followed by reminders. Meanwhile the complainant appeared on 20.9.2024 before the Investigating Officer and submitted her request dated 20.9.2024 that further proceedings may be stopped as her grievance has been redressed as she has received a cheque of Rs.350,000/- in her favor.

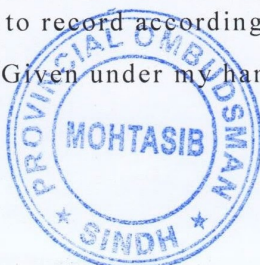
Findings:

3. On the intervention of this Institution, the grievance of complainant has been redressed which is also confirmed by her.

Decision:

4. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

"Given under my hand and seal of office"



- Sd \-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 09-12-2024