



DECISION

Complaint No. : POS/9546/ROJ-256(JBD)/2023

Name and address of the complainant : Mst. Razul widow of Muhammad Sachal Dahani, r/o Rahimabad Buledi, Taluka Garhi Khairo, 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 REGARDING DELAY IN PAYMENT OF GROUP INSURANCE IN RESPECT OF THE COMPLAINANT'S DECEASED HUSBAND.

Complaint:

Mst. Razul widow of late Muhammad Sachal Dahani filed her complaint on 13.11.2023 regarding delay in payment of Group Insurance dues in respect of her deceased husband who died on 27.8.2021. She therefore requested this Institution to intervene in this 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 agencies for report/comments. In response, Mr. Shahjahan Napar, representative of S.L.I.C. Sukkur Zone submitted. copy of letter dated 10-1-2024 from Deputy Manager, G&P Claims, SLIC Karachi, wherein it was confirmed that death claim of late Muhammad Sachal Dahani bearing No.471-GOS-D-2022-092332 for a sum of Rs.1,125,000/= (Rupees one million one hundred twenty five thousands only) has been paid to the complainant.

3. The report of the agency was sent to the complainant for her rejoinder/confirmation. On 12.2.2024 the complainant appeared before the Investigating Officer and submitted her written statement, in which she acknowledged that she has received an amount of Rs.1,125,000/- from the concerned quarters.

Findings:

4. I have examined the proceedings of the complaint which clearly indicate that the grievance of the complainant has been redressed as she has received Rs.1,125,000/- from SLIC.

Decision:

5. 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 13th January, 2025