



DECISION

Complaint No.	:	POS/ROM/86/2025/RM-149
Name and address of the complainant	:	Mst. Nasreen widow of Muhammad Ali R/o. House No.469, Street No.01, Orangabad, Mirpurkhas.
Name of the Agency Complained against	:	Director, Rehabilitation Center for Physically Handicapped (RCPH) Special Education Mirpurkhas
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST SPECIAL EDUCATION DEPARTMENT MIRPURKHAS ALLEGING INORDINATE DELAY IN PAYMENT OF GROUP INSURANCE TO THE COMPLAINANT

Complaint

Mst. Nasreen filed a complaint dated 27.02.2025 wherein she stated that her late husband, Muhammad Ali was an employee of Empowerment of Persons with Disabilities (DEPD) Special Education department who expired during service on 07.01.2024. She has submitted the relevant documents at the office of Director, RCPH, Special Education Mirpurkhas to forward her case to the State Life Insurance Corporation for payment of group insurance but he is avoiding to forward her case. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 05.03.2025 to the Director, Rehabilitation Center for Physically Handicapped (RCPH), Special Education Mirpurkhas for report, who in response informed vide letter dated 05.05.2025 that claim papers of the complainant have been signed and forwarded to Manager (Claim) State Life Insurance Corporation of Pakistan, Karachi for payment of Group Insurance of the complainant vide letter dated 05.05.2025.
4. This office issued a letter dated 09.05.2025 to the Manager (Claim), State Life Insurance Corporation of Pakistan, Karachi to expedite the case of the complainant. In response, the Deputy Manager, SLIC Karachi informed vide letter dated 23.09.2025 that the claim of group insurance, amounting to Rs.375,000/- has been paid to the complainant vide cheque dated 11.09.2025. He enclosed a copy of cheque as an evidence.

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5. The complainant appeared before Investigating Officer Mirpurkhas on 25.09.2025 and filed a written statement wherein she confirmed the receipt of payment of Group Insurance vide cheque dated 11.09.2025. She extended thanks to this Institution on redressal of her grievance.

Findings

6. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

