



DECISION

Complaint No. : POS/2029/2023/RM-67

Name and address of the complainant : Mr. Waheed Ali Mallah s/o. Noor Muhammad, R/o. Raheem Nagar, Mirpurkhas.

Name of the Agency Complained against : (i) Executive Engineer, Public Health Engineering Division, Shaheed Benazirabad.

Name & Designation of Investigating Officer : (ii) Manager (Claims) State Life Insurance Corporation of Pakistan, Karachi.

Vetted by : Mr. Zulfiqar Ali Junejo, T.I, Regional Director, Mirpurkhas.

Subject : Mr. Muhammad Naseer Jamali, Advisor-N

COMPLAINT AGAINST STATE LIFE INSURANCE CORPORATION (SLIC) ALLEGING INORDINATE DELAY IN PAYMENT OF GROUP INSURANCE.

COMPLAINT:

Mr. Waheed Ali Mallah filed a complaint dated 10-03-2023 wherein he stated that his late father, Noor Muhammad was working as Beldar (BS-02) in Public Health Engineering Division, Shaheed Benazirabad who had retired from service on 21-08-2018 and expired on 29-09-2022 (within five years). The Executive Engineer, Public Health Engineering Division, Shaheed Benazirabad had forwarded the claim papers for payment of Group Insurance to the State Life Insurance Corporation of Pakistan, Karachi vide letter dated 30-01-2023 but the same has yet not been paid. Aggrieved by that, he 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 notice dated 31-03-2023 to the Manager (Claims), State Life Insurance Corporation of Pakistan, Karachi and Executive Engineer, Public Health Engineering Division, Shaheed Benazirabad for report. The Executive Engineer, Public Health Engineering Division, Shaheed Benazirabad informed vide letter dated 03-05-2023 that claim papers for payment of Group Insurance have already been forwarded to the State Life Insurance Corporation of Pakistan, Karachi.
4. The matter was taken up with the Manager (Claim), State Life Insurance Corporation of Pakistan, Karachi vide letter dated 27-11-2024, who in response, informed vide letter dated 03.01.2025 that Group Insurance claim, amounting to Rs.300,000/- has been cleared vide cross cheque No.14445590 dated 31-12-2024 which has been sent to the Executive Engineer, Public Health Engineering Division, Shaheed Benazirabad for delivery to the complainant.
5. The complainant submitted written statement vide letter dated 15-01-2025 wherein he confirmed the receipt the cheque for payment of Group Insurance.

FINDINGS:

6. On the intervention of this Institution, the 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(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 7th February, 2025

