



## **DECISION**

Complaint No. : POS/10047/2023/RM-253

Name and address of the complainant : Mr. Afzal Ali s/o Haji Riasat Ali R/o. Flat No:5, Baldia Shopping Center, Mirpurkhas.

Name of the Agency Complained against : Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) Mirpurkhas.

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I Regional Director, Mirpurkhas.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST MIRPURKHAS MUNICIPAL CORPORATION ALLEGING NON-PAYMENT OF GROUP INSURANCE TO THE LEGAL HEIRS OF DECEASED FATHER OF THE COMPLAINANT.**

### **COMPLAINT:**

Mr. Afzal Ali filed a complaint dated 20-12-2023 wherein he stated that his late father, Haji Riasat Ali was an employee of Mirpurkhas Municipal Corporation who expired during service on 16.05.2013. The agency had paid all his service dues except the amount of Group Insurance. He approached the agency repeatedly for payment of Group Insurance but to no avail. 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 06-02-2024 to the Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) for report, who in response submitted report dated 27-04-2024 that Haji Riasat Ali had expired on 26.05.2013 and his legal heirs were not paid Group Insurance as the contract for payment of Group Insurance was not renewed with the State Life Insurance Corporation after expiry of previous contract on 30.06.2012. The revised policy / fresh contract with the State Life Insurance Corporation was applicable w.e.f. 25.03.2016.
4. The Deputy Manager, (G&P) State Life Insurance Corporation of Pakistan, Hyderabad informed vide letter dated 18-09-2024 that the contract with the Mirpurkhas Municipal Corporation (MMC) had expired on 30-06-2012. The employee, Haji Riasat Ali had expired on 26.05.2013 and the State life Insurance Corporation was not responsible to pay the amount of Group Insurance to the legal heirs of deceased employee.
5. The case was heard on 01-01-2025, attended by the Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC). He submitted report that regular contribution for Group Insurance was deducted from the salaries of deceased employee till his death on 26.05.2013.



**FINDINGS:**

6. The investigation of the complaint established maladministration against the agency for failure to renew the contract with the State Life Insurance Corporation while the deductions were made from the salary of the employees including deceased Haji Riasat Ali till his death on 26.05.2013.

**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), I, hereby direct the Municipal Commissioner, Mirpurkhas Municipal Corporation (MMC) to compensate the legal heirs of deceased employee, Haji Riasat Ali by paying him the amount of Group Insurance as was applicable at the time of his death under intimation to this office within 60 days after receipt of this decision.

*Given under my hand and seal of the office*

**Sd /-**

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

Karachi, dated 4<sup>th</sup> February, 2025

