

DECISION

POS/105/ROJ-105(JBD)/2024

Name and address of the complainant

Complaint No.

Mr. Asadullah s/o Faiz Mohammad Unar r/o Farooq Jakhrani Street, near Shikarpur Naka, District

Jacobabad.

Name of the Agency Complained against

i) Education

ii) 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 DELAY IN PAYMENT OF GROUP INSURANCE FUNDS IN FAVOUR COMPLAINANT'S DECEASED WIFE MST. NARGIS

BIBI.

Complaint:

Mr. Asadullah Unar filed his complaint dated 14.5.2024, against the District Education Officer (Primary) Jacobabad and the Deputy Manager (G&P), State Life Insurance Corporation of Pakistan, Karachi, regarding delay in payment of Group Insurance dues in respect of his deceased wife Mst. Nargis Bibi, who was serving as Primary School Teacher in Education Department, Jacobabad, when she died on 17.5.2023. He has approached the concerned authorities in this regard but his problem was not being redressed. He therefore requested this Institution to intervene in the matter.

Proceedings:

- The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was taken up with the concerned agencies for comments. In response, the Deputy Manager, (G&P) State Life Insurance Corporation of Pakistan Karachi vide office letter dated 7.10.2024 informed that the claim of late Nargis Bibi bearing No. 471-GOS-D-2023-098328 has been paid vide cheque No. 13171394 dated 3.10.2024 for an amount of Rs.1,125,000/-, which has been sent to the concerned department on 7.10.2024.
- 3. This report dated 7.10.2024 was sent to the complainant on his address for rejoinder/confirmation, vide this office letter dated 15.10.2024 followed by reminders dated 28.10.2024 and 12.11.2024, but there was no response from the complainant nor did he respond to calls made on his mobile phone. Further the complainant also failed to submit the Affidavit on Form-A though he was directed by this office repeatedly.

Findings:

The report of the Agency clearly shows that since the grievance of the complainant has been redressed, he is no more interested in pursuing his complaint.

Decision:

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 24# March, 2025