



DECISION

Complaint No. : POS/283/ROJ-283(JBD)/2024

Name and address of the complainant : Mst. Maryam widow of late Sikandar Ali c/o Sindh Photostat, Police Station Road Thul District Jacobabad.

Name of the Agency Complained against : i) School Education Department
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 TO THE COMPLAINANT IN RESPECT OF HER HUSBAND

Complaint:

Mst. Maryam filed her complaint dated 14.10.2024, against the District Education Officer (E,S&H/S) Jacobabad and the Deputy Manager, State Life Insurance Corporation of Pakistan, Karachi regarding delay in payment of group insurance dues in respect of her husband a High School Teacher in the Education Department who expired on 17.11.2022. She therefore requested this Institution to intervene in the 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 offices for report. In response, the District Education Officer, (E,S&H/S) Jacobabad vide his office letter dated 13.1.2025 reported that the Group Insurance claim has already been processed and a cheque will be issued soon.

3. Meanwhile, on 14.1.2025 the complainant's son Mr.Javed Ahmed appeared on behalf of his mother before the Investigating Officer and filed his statement in which he acknowledged that they have received a cheque bearing No.14445815 for Rs.2,100,000/- (Rupees twenty one hundred thousand) from the concerned department due to intervention of this Institution.

Findings:

5. The above proceedings clearly indicate that the grievance of the complainant has been redressed as the Agency has paid the death claim of late Sikandar Ali amounting to Rs.2,100,000/= to the complainant.

Decision:

6. 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 06th May, 2025