



DECISION

Complaint No. : POS/RN/39/2024/NWS-48.

Name and address of the complainant : Mr. Abdul Aziz s/o Soomar Khan,
House No. C-67, Housing Society, Nawabshah,
District Shaheed Benazirabad.

Name of the Agency Complained against : Agriculture/OFWM.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **NON PAYMENT OF THE GROUP INSURANCE CLAIM IN RESPECT OF COMPLAINANT'S DECEASED FATHER.**

THE COMPLAINT:

Mr. Abdul Aziz filed a complaint dated 30.04.2024, wherein he stated that his late father, who served as Deputy Director in the On-Farm Water Management (OFWM) Department, retired from service on 30.04.2019 and passed away on 22.08.2021. While all service-related dues have been cleared but the claim for Group Insurance has not paid despite the submission of all required documentation. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date), after receiving of Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice to the Deputy Director, On Farm Water Management (OFWM), Mirpurkhas vide letter dated 15.05.2024 for a report. In response, Deputy Director (F), OFWM informed vide letter dated 28.05.2024 that case of Group Insurance has been submitted to the State Life Insurance Karachi but more official documents were required.
4. In order to address the issue of complainant, the matter was referred to the Deputy Manager (Claim) State Life Insurance Karachi vide letter dated 04.06.2024 for report who in response informed vide letter dated 17.12.2024 that death claim of late Soomar Khan having claim No. GOS-9285 has been paid vide cheque No. 14445283 dated 12.12.2024 amounting to Rs.1,750,000/- (Seventeen Lac Fifty Thousand Only) and sent to concerned department Deputy Director (Field) On Form Water Management District Team Mirpurkhas, on 13.12.2024.

5. The Agency's report was forwarded to the complainant for filing rejoinder/confirmation vide letter dated 02.01.2025, who in response appeared before the Investigating Officer, SBA on 09.01.2025 and filed written statement of the date wherein he confirmed the receipt of payment on account of Group Insurance amounting to Rs.1,750,000/- on the intervention of this Institution. He expressed his thanks to this Institution for redressal of his grievance.

FINDINGS:

6. On the intervention of this Institution, the Agency has resolved the grievance of the complainant.

DECISION:

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 30th May, 2025