



DECISION

Complaint No. : POS/5585/ROJ-185(JBD)/2023

Name and address of the complainant : Mst. Parveen widow of Ashfaque Ahmed Khoso, r/o Baloch Colony, Abu Bakar Colony, Thul, District Jacobabad.

Name of the Agency Complained against : 1. Health Department
2. 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 DUES IN RESPECT OF THE COMPLAINANT'S HUSBAND.

Complaint:

Mst. Parveen widow of Ashfaque Ahmed Khoso filed her complaint on 10.7.2023 regarding alleged delay in payment of Group Insurance dues in respect of her husband, who died in the year 2019. 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 taken up with the concerned agencies. In response, the District Health Officer, Jacobabad vide his letter dated 11.9.2023 reported that the claim of Group Insurance dues of Ashfaque Ahmed s/o Muhammad Ibrahim Khoso, deceased Naib Qasid has already been sent to the Deputy Commissioner, Jacobabad for counter signature and onward transmission to the concerned authority vide his office letter dated 25.1.2023. He further reported that the claim counter signed by the Deputy Commissioner, Jacobabad was sent to the Assistant General Manager (PHS), Claims (G&P) SLIC Karachi Zone.

3. The matter was taken-up with the Assistant General Manager (PHS)/Claims Group Insurance & Pension Karachi Zone, and details provided by the complainant were provided to him. In response, Mr. Shahjahan Napar, focal person of S.L.I.C., Sukkur Zone, submitted copy of letter dated 30.1.2024 of the Deputy Manager, G&P Claims SLIC Karachi confirming that death claim of late Ashfaque Ahmed Khoso having claim No. 471-GOS-D-2021-088065 has been paid vide cheque No. 08892021 dated 30.1.2024 for an amount of Rs.300,000/- (Rupees three hundred thousand only).

4. Report of the agency was sent to the complainant for her rejoinder / confirmation. On 12.2.2024 the complainant appeared before the Investigating Officer and stated that she received the cheque bearing No. 08892021 for an amount of Rs.300,000/-, and she requested that further action be stopped on her complaint.

Findings:

5. I have examined the proceedings of the case, which clearly indicate that the grievance of the complainant has been redressed as the agency has paid death claim of late Ashfaque Ahmed amounting to Rs.300,000/-, which is also confirmed by 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”



(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 10th January, 2025