



DECISION

Complaint No. : POS/5584/ROJ-184(JBD)/2023

Name and address of the complainant : Mst. Fehmida widow of Nisar Ahmed Sarki, r/o Brohi Mohallah, Near Wagan Stop, Quetta Road, P.O. Taluka & District Jacobabad.

Name of the Agency Complained against : 1. Health Department
2. SLIC

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. Fehmida widow of late Nisar Ahmed Sarki, (who served as Naib Qasid in the Health Department) filed her complaint on 10.7.2023 regarding delay in payment of Group Insurance dues in respect of her husband who died on 6.6.2019. 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 referred to the concerned agencies for comments. In response, the Deputy Manager (Claims) Group & Pension Karachi Zone of State Life Insurance Corporation vide his office letter dated 29.11.2023 reported that claim No.GOS-84005 of late Nisar Ahmed has been disbursed vide cheque No.8890669 dated 23.11.2023 for Rs.3,50,000/= (Rupees three hundred fifty thousand only) and sent to the concerned department on 24.11.2023.

3. Report of the agency was sent to the complainant for her rejoinder. On 18.12.2023 the complainant appeared before the Investigating Officer and submitted her statement in which she acknowledged that she has received the cheque bearing No. 8890669 for Rs.350,000/- from the concerned department.

Findings:

4. I have examined the proceedings of the case, which clearly indicate that the Group Insurance dues of late Nisar Ahmed amounting to Rs.350,000/- have been paid to the complainant.

Decision:

5. 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 **31st** December, 2024