



DECISION

Complaint No. : POS/ROM/209/2024/RM-178

Name and address of the complainant : Mst. Karima wd/o Muhammad,
R/o. Qureshi Street Mirpurkhas.

Name of the Agency Complained against : i. State Life Insurance Corporation of Pakistan
ii. Executive Engineer, Tubewells Division Matiari..

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT AGAINST STATE LIFE INSURANCE CORPORATION OF PAKISTAN ALLEGING INORDINATE DELAY IN PAYMENT OF GROUP INSURANCE TO THE COMPLAINANT

Complaint

Mst. Karima filed a complaint dated 12.12.2024 wherein she stated that her late husband, Muhammad was working as Chowkidar in Tubewell Division Hala who had retired from service on 04.04.2010 and expired on 28.05.2011. Her case for payment of Group Insurance was forwarded by Deputy Commissioner, Matiari to the State Life Insurance Corporation of Pakistan, Karachi vide letter dated 01.02.2022 but the same is still pending there. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 06-12-2024 to the Deputy Manager (Claims), State Life Insurance Corporation of Pakistan, Karachi and the Executive Engineer, Tubewell-I, Hala for report. The Deputy Manager (Claim), State Life Insurance Corporation of Pakistan, Karachi informed vide letter dated 04.02.2025 that Group Insurance claim amounting Rs.1,50,000/- has been cleared vide cross cheque number 14446465 dated 03-02-2025 which has been sent to the Executive Engineer, Tubewell-I, Hala Division, Hala for delivery to the complainant.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 06.02.2025, who in response confirmed the receipt of cheque sent a copy of deposit slip on whatsapp through her phone call on 18.02.2025.

Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 20th March, 2025