



DECISION

Complaint No. : POS/KR-37/2024

Name and address of the complainant : Mst. Roobi wd/o. Intizar,
R/o. House No. 56, Street No. 21, Zia Colony,
Sector 32-A, Korangi, Karachi

Name of the Agency Complained against : Town Municipal Corporation (TMC),
Landhi

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Director, Regional Office, Korangi, Karachi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :

**DELAY IN PAYMENT OF GROUP INSURANCE
IN RESPECT OF MOTHER OF THE
COMPLAINANT, LATE PARVEEN BIBI, WHO
RETIRED FROM SERVICE ON 15.04.2019 AND
DIED ON 15.01.2020.**

COMPLAINT

Mst. Roobi Masih, filed a complaint on 21.10.2024 stating that her mother Parveen Bibi was an employee of Sanitation Department TMC Landhi who had retired from service on 15.04.2019 but later on expired on 15.01.2020. She informed that claim of Group Insurance in respect of her mother was approved on 29.12.2023 but despite completion of process no payment has been made to her. She, therefore, sought our intervention in the matter.

PROCEEDINGS

2. The complaint was referred to the Municipal Commissioner, TMC Landhi for report and hearing was also fixed in the matter. The Chief Accounts Officer, TMC Landhi, appeared in the hearing on 18.12.2024 along with report bearing No. C.A.O/TMC/L/798 dated: 17.12.2024 stating that claim of Group Insurance amounting to Rs.300,000/- in respect of mother of the complainant was pending approval by the Municipal Commissioner and Chairman. He requested to adjourn the matter enabling him to finalize the matter.
3. Later on, the Chief Accounts Officer, TMC Landhi, informed the Investigating Officer on phone that Cheque amounting to Rs.100,000/- being part payment was ready to be delivered to the complainant and requested to advise the complainant to collect the same. Accordingly, the complainant was advised to receive the Cheque forthwith. Mr. Robin, brother of the complainant, vide letter dated: 14.01.2025 acknowledged receipt of Cheque No.49980299 dated: 18.12.2024 for an amount of Rs.100,000/- drawn on Sindh Bank Ltd Landhi Branch and requested for early settlement of balance amount.

FINDINGS

4. The agency has admitted the claim of the complainant and also made part payment of Rs.100,000/- out of Rs.300,000/-.

DECISION

5. 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 upto date), *I hereby direct the Municipal Commissioner, TMC Landhi, to ensure payment of balance amount of Rs.200,000/- on account of Group Insurance claim to the complainant within 40 days, herein of and report compliance.*

Given under my hand and seal of office.

