



## **DECISION**

Complaint No. : POS/7338/KE-413/22

Name and Address of the Complainant : Mst. Naseem Akhtar, wd/o. Muhammad Shahid (Shaheed), R/o. House No. L-317, Sector 17-A, Shah Latif Town, Malir, Karachi.

Name of the Agency Complained against : Police Department

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :-

**INORDINATE DELAY IN PAYMENT OF DUES TOWARDS GROUP INSURANCE, EDUCATION ALLOWANCE, ARREARS ON ACCOUNT OF PROMOTION AND ALLOTMENT OF HOUSE/PLOT IN RESPECT OF HUSBAND OF THE COMPLAINANT, WHO EMBRACED MARTYRDOM IN THE YEAR 2012.**

### **THE COMPLAINT**

Mst. Naseem Akhtar in her complaint dated 24.11.2022 stated that her husband P.C-19673 Muhammad Shahid was employee of Sindh Police, who embraced *Shahadat* in 2012 but following dues/facilities have not been received by her:

- i. Allotment of house/plot
- ii. Group Insurance
- iii. Promotion
- iv. Education Allowance for Children

### **PROCEEDINGS**

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Assistant Inspector General of Police, Welfare, CPO, Sindh, Karachi vide letter dated 30.03.2023 informed that Shaheed compensation amounting to rupees two million has already been paid to the family of Shaheed PC-19673 Muhammad Shahid of District Malir, Karachi. As regards the request moved by widow / complainant, the item wise reply is as under:

S.No	Request	Reply
i.	Allotment of House/Plot	No plot/ house has so far been allotted to legal heirs of Shaheed. However, matter pertains to AIGP Estate Management, CPO.
ii.	Non-payment of Group Insurance	Pertains to concerned District/State Life Insurance Corporation.
iii.	Promotion of Shaheed	Pertains to concerned District/Range
iv.	Allowance of education of children of Shaheed	As per existing policy under SPBWF Rules, scholarship is given to the real children of Shaheed who are studying in Cadet Colleges and all public sector Universities including 26 selected private Universities & SZABIST/IBA subject to fulfilling criteria. However, widow of Shaheed has not yet applied for the same.

Contd....

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3. Subsequently, the Inspector General of Police, AIGP Estate Management, Sindh, Karachi vide letter dated 29.05.2023 furnished a further reply in the matter:

S.No	Request	Reply
i.	Allotment of House/Plot	No land/ plot/ house has been provided by the Government of Sindh for allotment of the families of Shaheed Police persons. However, case for the allotment/reservation of Land for the families of <i>Shuhdas</i> is pending with Government of Sindh.

4. The Senior Superintendent of Police, District East, Karachi vide letter dated 16.06.2023 informed that Group Insurance claim was forwarded under letter NO.SSP/East/AB/593 Dated: 19.05.2022 to the State Life Insurance Corporation for the payment of Group Insurance in respect of Shaheed Constable Muhammad Shahid S/o Muhammad Salman. So far the matter of promotion of Shaheed Constable is concerned, according to the report of Sheet Branch, the said Constable did not qualify promotional course and rendered his service as Constable in BPS-5 and also embraced martyrdom in the rank of Constable. If the Shaheed Constable had qualified promotional course, he would have been promoted to the next rank as per rules and policy of the department.

5. The matter was also taken up with the State Life Insurance Corporation of Pakistan. In response Mr. Muhammad Shafquat, Deputy Manager, SLIC appeared before the Investigating Officer on 14.01.2025 and furnished letter dated 08.10.2024 addressed to the SSP, East, Karachi for furnishing required documents.

6. Again matter was taken up with the SSP, East, Karachi, who in response vide letter dated 04.02.2025 reported that SLIC has issued cheque bearing No. 14446206 dated 27.01.2025 amounting to Rs. 3,50,000/- which has also been handed over to the beneficiary Mst. Naseem Akhtar.

7. Subsequently, the complainant vide letter dated 04.03.2025 confirmed that she has received cheque of Group Insurance from SLIC through SSP, East Office.

#### FINDING

8. As a result of constant pursuance and intervention by this Institution, complainant's grievance has been resolved.

#### CONCLUSION

9. In view of the above, the complaint is disposed of as redressed. This also disposes of complaint No. POS/3320/KE-234/2024 filed by same complainant on the same issue.

*Given under my hand and seal of the office*



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 04-06-, 2025