



DECISION

Complaint No. : POS/95/ROJ-18(JBD)/2024

Name and address of the complainant : Mst. Dua d/o Mushtaq Ahmed, r/o First Family Lane, Jacobabad

Name of the Agency Complained against : 1. Public Health Engineer Department
2. State Life Insurance Corporation of Pakistan

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 DECEASED FATHER OF THE COMPLAINANT.

Complaint:

Mst. Dua Solangi filed her complaint dated 18.12.2023 against the Executive Engineer, Public Health Engineering Division Jacobabad and the Deputy Manager, (G&P) State Life Insurance Corporation of Pakistan, Karachi, regarding delay in payment of Group Insurance dues in respect of her father who after retirement on 7.7.2015 had died on 8.8.2020. She had approached the concerned authorities in this regard but her problem was not redressed. She therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was taken up with the concerned agencies for comments. In response, the Executive Engineer, PHED Jacobabad vide his office letter dated 12.2.2024 reported that the "death claim" No. GOS-89646 in respect of Mst. Dua Solangi has already been sent to the Deputy Manager (G&P), SLIC Karachi through the Chief Engineer (Dev) PHED Sukkur. The Deputy Manager SLIC Karachi vide his office letter dated 26.2.2024 reported that the death claim is still pending due to some contractual requirements, which have been sought from the concerned department. Accordingly matter was again taken up with the Executive Engineer, PHED, Jacobabad for providing the contractual requirements as required by the Deputy Manager SLIC Karachi. The Executive Engineer, PHED, Jacobabad stated vide his office letter dated 8.3.2024 that the claim forms including copy of family pension payment order / online pension roll data sheet, duly signed by the District Accounts Officer, Jacobabad, and copy of deceased's pension payment order has been sent to the Deputy Manager (G&P), SLIC, Karachi through Chief Engineer (Dev) PHED Sukkur and as such the matter may be pursued with them.

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3. The matter was again taken-up with the State Life Insurance Corporation of Pakistan Karachi for seeking a progress report. Meanwhile the complainant appeared on 12.7.2024 before the Investigating Officer and filed her application stating that due to intervention of the Institution of the Provincial Ombudsman Sindh, her grievance has been resolved by the concerned quarters and she has received a cheque for Rs.350,000/- as financial assistance. She also requested that further proceedings be stopped.

Findings:

3. On the intervention of this Institution, the problem of the complainant has been resolved as confirmed by her. Hence, no further action is required.

Decision:

4. 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 19th November, 2024

