



## **DECISION**

**Complaint No.** : POS/4395/2023/NWS-128.

**Name and address of the complainant** : Mr. Khadim Hussain s/o Punhal Khan Khoso,  
: R/o. Dargah, Pir Zakri No. 01, Taluka Sakrand,  
District Shaheed Benazirabad.

**Name of the Agency Complained against** : Police Department.

**Name & Designation of Investigating Officer** : Khan Muhammad Zardari,  
: Regional Director, Shaheed Benazirabad.

**Vetted by** : Syed Ali Mumtaz Zaidi, (PAS).  
Advisor-F.

**Subject** : **INORDINATE DELAY IN PAYMENT OF DUES TOWARDS FINANCIAL ASSISTANCE AND GROUP INSURANCE IN RESPECT OF FATHER OF THE COMPLAINANT.**

### **THE COMPLAINT:**

Mr. Khadim Hussain filed a complaint dated 29.05.2023 wherein he stated that his father was a Head Constable in Police Department, who died during the Service on 06.10.2021 but he had not yet been paid the payment of Financial Assistant and Group Insurance despite completion of codal formalities. Aggrieved by that, he solicited intervention of this Institution.

### **PROCEEDINGS:**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date), after receiving of required Affidavit on Form "A", copy of CNIC and by condoning the delay.
3. This office issued notice to the Senior Superintendent of Police, Shaheed Benazirabad dated 20.09.2023 for report. In response, he informed vide letter dated 02.10.2023 that case for payments of Financial Assistance and Group Insurance of deceased was sent to the Inspector General of Police Sindh, Karachi and State Life Insurance, Karachi for further necessary action.
4. A further initiative to expedite the matter was taken up with the Inspector General of Police, Sindh, Karachi, Deputy Manager (Claims) State Life Insurance Corporation of Pakistan and the Accountant General of Sindh, Karachi vide letters dated 05.10.2023 and 12.12.2023. In response, the Accounts Officer (Pol-I), Office of the Accountant General of Sindh, Karachi informed vide letter dated 20.12.2023 that two cheques of Financial



Assistance, each amounting to Rs.450,000/- have been issued to both the Widows of Late Punhal Khan Khoso.

5. The matter also remained under correspondence with the Deputy Manager, State Life Insurance, Karachi for the payment of Group Insurance. Finally, he informed vide letter dated 22.11.2024 that the death claim of late Punhal has been finalized and in this respect two Cheques dated 02.05.2024, each amounting to Rs.218,750/- have been issued to both the widows of the deceased.

6. The complainant appeared before the Investigation Officer, Shaheed Benazirabad on 26.11.2024 and filed his written statement that after intervention of this Institution, a total amounting of Rs.1,337,500/- in respect of Group Insurance and Financial Assistance has been paid to the widows of his deceased father. Now his grievance has been redressed. He expressed his thanks to Institution.

**FINDINGS:**

7. The complaint regarding non-payment of Financial Assistance Claim and Group Insurance Claim found genuine and got redressed after intervention of this Institution.

**DECISION:**

8. 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 up-to-date), I do hereby dispose of the complaint as redressed.

*Given under my hand and seal of office*



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

Karachi, dated 14<sup>th</sup> January, 2025