



## **DECISION**

Complaint No. : POS/RN/03/2025/NWS-03.

Name and address of the complainant : Mr. Ashique Ali s/o Muhammad Uris Brohi, Village Dadan Khan Brohi, 38-Dad, Taluka Nawabshah, 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 : **NON-PAYMENT OF GROUP INSURANCE IN RESPECT OF DECEASED FATHER OF THE COMPLAINANT.**

### **THE COMPLAINT:**

Mr. Ashique Ali filed a complaint dated 02.01.2025 wherein he stated that he had submitted all requisite documents to the office of the Senior Superintendent of Police, Shaheed Benazirabad for the claim of Group Insurance in respect of his deceased father. The case was subsequently forwarded to the Deputy Inspector General of Police, Shaheed Benazirabad and thereafter transmitted to the Deputy Manager (Claims), State Life Insurance Corporation, Karachi vide letter dated 20.09.2024 by DIGP. However, despite the lapse of time, the payment of the group insurance claim has not yet been made. 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 copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice to the Deputy Manager (Claims), State Life Insurance Corporation of Pakistan, Group and Pension Department, Karachi Zone, vide letter dated 09.01.2025 for a report. While a report from the Agency was awaited, the complainant voluntarily appeared on 27.02.2025 and filed written statement of date that his mother has been paid Group Insurance, amounting Rs.350,000/- through cheque No. 14446567 dated 07.02.2025, therefore, his grievance has been redressed. He also enclosed copy of such cheque.

### **FINDINGS:**

4. On the intervention of this Institution, the Agency has redressed the grievance of the complainant.

### **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 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 18<sup>th</sup> August, 2025